

## CAPABILITY STUDY

Inez Kaiser & Associates, Inc.

## INTRODUCTION

This proposal is hereby submitted by Inez Kaiser & Associates, Inc. a black-owned and managed consulting firm located in Kansas City, Missouri with branch offices in Washington, D.C. This firm utilizes a highly trained, integrated staff, and specializes in communicating with the black community, and contributes to the economic and social development of blacks and other minorities through training and an analysis of the basic problems they incur. Our basic operating philosophy revolves around evaluation on performance only, with equal treatment for all people as individuals. As a consulting firm, our only product is effective, efficient service for our clients, so we must espouse a high degree of professionalism in all business activities.

We have carried this attitude and approach to all our accounts, and in the past have coordinated supervisors workshops for several national clients, including major corporations, institutions, city and federal governments, private concerns, civic groups and at several colleges. Our company has planned and executed sensitivity training sessions for top management down through the lowest paid employee, with emphasis in dealing with minorities and women as employees.

Our life-long experience within the community provide a great deal of insight into the problems facing minority employees in their efforts to obtain equal and just treatment in employment opportunities. Our "Black is Now! Black is Profit! Black is Here to Stay!" symposium addressed these very problems and indicated remedial actions that could be taken by management personnel.

At the same time, thirteen years of dealing professionally with groups throughout the United States has given us the opportunity to learn and understand the attitudes, thinking and behavior of the minority community toward government employment, and the corresponding attitudes toward the community on the part of government officials. Our work with the Wichita Head Start program as nutritional consultants, proved to us that Blacks relate to Blacks to a much higher degree than they do to whites, so that the use of a minority consultant is definitely indicated when dealing with minority problems and EEO needs. As a firm headed by a woman, we have the understanding and appreciation of employment practices as they affect females.

Inez Kaiser & Associates, Inc. is not in the business of job placement for minority individuals, but has thirteen years of experience in dealing with management personnel and developing management-employee relations. This experience, plus the advantage of being an independent consultant, brings an element of objectivity so critical to the problem-solving



process. Our position in this particular content is to create a level of awareness of the problems currently existing in the various branches of government in the area of EEO.

The importance of hiring/training minority personnel including women must be evident by the over-all small number within the department, and the fact that there are few minorities of women in personnel, middle-management or administrative positions. This discriminatory policy only reinforces the element of resistance among supervisors and department heads and as a result leaves a major labor market untapped. It might be added here, that money spent to train minority workers is money better spent than for welfare.

There also appears to be an element of discrimination against women within departments, by not providing upward mobility and jobs other than secretarial. The current figures show that women are relegated almost exclusively to the lower pay grades involving mostly secretarial work.

It is also important to stress the implementation of EEO laws as well as agencies living up to the spirit of the law. Persons in top management should realize the need of utilize talent, hire and train minorities as well as understand their backgrounds in order to receive the best results.

## PROGRAM OBJECTIVES

The overall objectives for this program are to bring about an increased interpersonal understanding and support for Equal Employment Opportunity, and would include the following:

1. A residential conference to be attended by management and supervisory personnel in at least the top three management levels, since this is the level where changes in operations and policy can be best effected.
2. The conference should be attended by representative minority and women employees to obtain their input from a different perspective than management, and for evaluation of present policies as perceived by employees.
3. To increase awareness of the Equal Employment Opportunity rights for minority and women workers.
4. To focus on organizational roles of individuals.
5. To place emphasis on the experiential approach, with discussions and confrontation to gain personal insight into problems and situations.
6. To gain implementation of conference, recommendations.

The specific objectives for this conference would be to determine specific problem areas including the following:

1. Examination of prevalent attitudes and behavior patterns, whether actual or perceived, that function to hinder free and true communication among staff members and employees.



2. Definition of lines or supervision and communication that serve to hinder true communication between minorities and non-minorities.
3. Examination of behavior patterns to provide:
  - a. An understanding of the experiences of minority workers.
  - b. Acceptance of cultural differences on minorities.
  - c. An understanding of the implications of an EEO program and the organizational benefits that can be derived from it.
  - d. An internalized desire among the participants to adopt the EEO philosophy and program.
4. Establish a sense of commitment to change among staff members, and, an atmosphere of mutual trust and communication between staff and employees.
5. Provide supervisory training in minority relations, so that staff members can better deal with minority workers as individuals, and interact effectively.
6. Provide attitude and behavior evaluation for management participants.
7. Develop a degree of understanding of the frustrations and employment expectations of minority employees.
8. Assist in changing attitudes and behavior patterns that could hinder EEO implementation.
9. Develop an awareness of effective supervisor-employee relations.

10. Develop an understanding of the importance of a positive minority relations program on overall organization effectiveness.

In order to facilitate the effective execution of the conference, there are several assumptions which must first be understood and accepted.

1. Management and supervisory effectiveness in the area of EEO can be measurably increased through increased awareness of the problems and indicated solutions.
2. This effectiveness can be increased and facilitated by having all levels of management contribute to setting and maintaining guidelines.
3. The conference setting allows more concentrated attention on particular problems without interference of the daily office routine.
4. The organization of conference work units along divisional lines allows participants to carry information back to staff members who did not attend.

We have developed a great interest in the carrying out of this type of training sessions which falls into the structure of our expertise. We are equipped and willing to abide by all guidelines relevant to setting-up, evaluating and developing materials in consultation with the national office to provide meaningful and gainful experiences through the workshop structure.

## Program Elements



## PROGRAM ELEMENTS

The residential conference should be divided into two segments, organizational development and career development. This allows consideration of how an EEO program would affect both the organization as a whole, and minority workers as individuals.

Areas of particular interest which should be investigated include the following:

1. Participants' concepts of commonly held values, such as performance standards, group norms, evaluation criteria, etc., which guide and influence organizational performance.
2. The self-concept of the participants as individuals, and their concept of the organization in terms of its goals, responsibility, etc.
3. The concept of each individual's position relative to the organization and to the other participants, personally and in an organizational context.
4. Participants' concepts of how organizational policies affect any EEO program, and how the program will affect policy.

The focus of all investigations should be directed on developing problem-solving strategies which not only resolve immediate problems, but which will serve to preclude the problems from recurring.

From information already available, it is possible to isolate several particular problem areas which warrant immediate attention.

1. The recruiting, hiring and promotion standards which are used.
2. The opportunities available for training for advancement through on-the-job training and formal training centers.
3. Isolation of problems which affect equal treatment of all minority and women workers, and which prevent open two-way communication between management and workers, and among the staff in general.

In the area of career development for individual workers, attention should be given to the role played by superiors in the organization. Direct supervisors should provide suggestions for further training and information on promotional opportunities. The personnel department should provide counseling and training for individuals, along with the opportunity for both vertical and horizontal mobility whenever ability dictates.

The major promise of this type of conference is that the utilization of small groups will maximize the opportunities for personal interaction among the participants, and allow them to first see themselves, realize and examine the problem areas as they really are, and then develop a set of solutions for the problems.

## Methodology



1. Project Manager will meet with national office OAM/OHD/DHEW personnal to solicit a time, place and date of conference. The specific date for the workshop will be decided upon by the Project Manager with the assistance of the Contractor. Basis for this date will be the programming schedule of the 50 employees, availability of resource persons and outside influences such as other activities which will demand the attention of any of the participants necessary to the successful completion of the task.

The Contractor will take the initiative of communications with employees to gather any necessary information pertaining to:

Prior to the conference dates, certain background data must be collected to determine problem areas. The data should be collected from both management and minority and women employees to learn both sides of the situation, and can be collected by detailed questionnaires, personal interviews, group meetings, and by telephone conversations. The data collected should concern the present methods and paths of communication within the office, recruiting procedures affecting minority employees, hiring and promotion policies and procedures as they affect all employees, the opportunities for career development that are provided to employees, particularly to

minorities and women. This preliminary research would be done during the month directly preceding the conference, and would require two staff members for three days plus supporting services.

The Contractor will be responsible for providing the necessary forms and/or questionnaires to gather the needed information upon approval of said forms and questionnaires by the Project Manager.

Participants for the workshops will be identified and selected by OAM/OHD/DHEW. The Contractor will assist in the selection by providing qualifying questionnaires if needed. It is understood that the workshop will be attended by not less than 50 participants.

2. Upon the decision based on time, place and location of the workshops, invitations will be sent to the 50 identified participants outlining the program.
3. The Contractor will select a suitable site with conference facilities, and will negotiate with said site for use of meeting rooms and any necessary audio-visual equipment, microphones, tables and chairs, etc. The Contractor will confer with the national office to ascertain the necessary physical items needed to facilitate the smooth functioning of all activities e.g., microphones, visual equipment, kits, etc.



4. The Contractor will also arrange for one business luncheon for each participant and appropriate coffee breaks.

In addition, transportation for participants to and from the office (Donohoe) to the workshop site will be arranged.

5. The Contractor will obtain from the national office all information and training material which will be put in a package to be distributed to each conferee at the time of registration.
6. The Contractor will maintain a registration desk to register each conference participant and provide them with the package material along with agendas, location of workshops and other pertinent materials and information.
7. In preparation for the agenda, the Contractor will contact the speaker(s) or workshop leader(s) identified by the national office OAM/OHD/DHEW in cooperation with the Contractor and P.O. to confirm their part in the workshops and to arrange for the payment of travel, per diem, and fees not to exceed \$100.00 per day, if necessary.

The Contractor will make all travel arrangements, providing reimbursement for travel expenses, per diem, and where necessary, fees, not to exceed \$100.00 for all non-Federal participants.



8. The Contractor will supervise the arrangements and facilities of each workshop and will make a written report on content, speeches, discussions, small group sessions, issues raised and alternative solutions discussed including a list of participants in each workshop. The Contractor will send five copies of these reports to Project Manager and one copy to each of the workshop participants.
9. The Contractor will monitor each of the workshops and develop a summary of each of the meetings which will be published. Accompanying this summary will be a list of all the participants and their locals.
10. The Contractor will develop a chronology of activities performed and implemented in this conference and will identify the number of trainees participating and the number trainee man days based on a six-hour training period. The number of provider man days based on eight hours per day and the cost per participant each quarter will be included also.
11. The Contractor will employ up to ten (10) people knowledgeable about the EEO law and how it affects females and minorities to carry out the activities necessary to implement this workshop. The Contractor will provide the services of a Project Manager who will coordinate the workshops and the secretary who will perform the clerical work.

12. Upon completion of the workshop, the Contractor will submit a final report including the persons served during the contract year.
13. The Contractor will submit an independent audit of all expenditures under this contract.
14. Included in our level of effort, the Contractor will provide a Project Manager responsible for coordination of all efforts between the Contractor, the various agencies and all outside assistance and contacts: a secretary, responsible for clerical services at 25% of their time as well as all necessary support for the necessary time limits needed.

## NATIONAL CONFERENCE OF BUSINESS OPPORTUNITIES FOR WOMEN

This conference was held by OMBE of the Department of Commerce. Over 500 participants were involved.

In designing the conference and working on the details, it was necessary to work within the framework of government regulations and at the same time plan a program to meet the needs of various minority business women engaged in a variety of businesses from cities of all sizes of the United States and incorporate a provision to allow exposure for government programs available, private corporation support and involvement.

Prior to the conference a preliminary study had been made to determine the need for assistance to women in business (especially minorities), those planning to go into business and widows of owners of businesses. With this background information, topics for discussion and workshops were decided upon and planned. Incorporated in the programming were new avenues of business women could explore. Objectives and goals were set that could be achieved.

It was necessary to develop a logo, conference theme, colors for all printed material, kits, badges, brochures, announcements, press releases, etc.

Arrangements for food, lodging, and function rooms had to be made, as well as selecting menus for luncheons and the banquet. Table decorations, tickets, programs, head table lists and all requirements for each function had to be planned.



A comprehensive conference list had to be compiled to include as many ethnic groups as possible, and a wide selection of representation of cities from throughout the United States.

This list had to be alphabetized to avoid duplications, invitations addressed from the master list and a record kept of replies indicating interest for future mailings.

Once the two and one half day program had been drafted, then suggested speakers had to be contacted, substitutions made if necessary, confirmations received in writing, topics assigned and background material disseminated.

Advance publicity had to be prepared since this was a first. Press invitations were mailed and arrangements for personal interviews of speakers, and other interested persons.

Government and corporations were contacted to send representatives to appear on panels who were involved in areas of work that would assist the women.

The conference was very involved and required monitoring of workshops, solving problems, starting meetings on time, setting up all arrangements for every event, using group dynamics in dealing with the attendees, working with many personalities and all that is involved in putting together a first national conference of this type with so many personalities.

The printed coverage received was fantastic. Much enthusiasm was generated and as a result, many regional conferences have been held.

The evaluations of the efforts were very favorable and it focused nationwide attention on a forgotten issue.

SMALL BUSINESS ADMINISTRATION BUSINESSMEN'S SEMINAR --  
THINK BIG...THINK POSITIVE...ACT...BE SUCCESSFUL

After interviewing and consulting with businessmen in the Kansas City and four-state area for over an 8 month period, a complete evaluation was made based upon what the businessmen expressed as their problems and frustrations and what we, as consultants, felt they needed. There was a definite similarity of problems existing among the businesses with which we worked. It was concluded that the problems primarily stemmed from one source--a lack of basic business education. Based upon this fact, the decision was made, by us, that some attempt should be made to stimulate the thinking of the minority business owner in the areas of basic and essential business techniques if he planned to continue to compete, prosper and sustain himself. Inasmuch as we were advised by our grant manager to concentrate our work on a limited number of businesses, approximately six, a decision was made to try to reach a larger portion of the minority business owners within the four-state region by conducting a seminar geared toward giving information on the necessary tools needed to perpetuate a successful venture.

The ideology behind the seminar was to have the attendees talk to and talk with the panelists, with they themselves, the attendees becoming participants in an exchange of knowledge. Too often, in seminars of this nature, it was our finding that the attendees leave them with a feeling of uncertainty and a feeling of being Talked At rather than talked to or with. In keeping with the ideology, before a program format was decided upon, a survey was made of the minority businessmen within the



four-state area. The purpose of the survey was to formulate a program that could offer information the attendees themselves felt they had a need for. Lists were requested from Minority Enterprise Representatives and Small Business Administration offices of the minority business owners in their areas. Flyers and registration forms were sent out to approximately 18,300 businessmen. A registration fee was not charged, and the cost of the luncheon was charged.

Once the registration forms began to come in, our program began to take form. The response was mostly on a low level the first week, with only an occasional out-of-state response. By the end of the second week the out-of-state forms were coming in at a more frequent rate.

Data from the business owners' forms showed the majority of them wanting information on building the company image and financing, the two areas we had already concluded as being desperately needed by our local business owners. With a third of the return cards in, it became definite that there had to be sections on building the company image and financing. Realizing that a major problem with the minority business owner, in many cases, is a lack of marketing background knowledge in his business field, we felt great need to include much discussion on market research and business management. This was the area of emphasis on the seminar and the one to which most of the time was allocated. Hours were spent, once we had decided what our topics were, trying to determine just what to cover under each topic, since they



all four were so broad. After hours of staff time, discussing the problems, the final program was decided upon. See enclosure for format.

All the topics listed were questions that had been asked of us at one time or another by one or more of the local business owners we had worked with. With this program format in mind, we decided upon a theme of Think Big...Think Positive... Act...Be Successful... Only half the work was over at this point as speakers had to be selected for each topic. We wanted the speakers to be the best in whatever field they were in -- People who could relate to the attendees on a one-to-one basis, and still be qualified in their respective field. Many of the people who came to mind had failed in their efforts to become successful businessmen, but in our opinion had learned through their mistakes. In our search for speakers, we invited persons from the entire four-state area. Many were recommended by SBA offices, and some by the businessmen themselves.

Once our speakers were confirmed, our second mailing went out to the businessmen, giving them the full program as approved by Washington and speakers. Mailings also went out to businessmen from the Kansas City Regional SBA Office and the Kansas City OMBE Office encouraging support of the seminar. Phone calls and responses began to flow in with people making reservations from a good representative sampling of varied businesses.

A brochure was completed by our office, to give each of the attendees useful information to take with them to apply to their everyday working situation. The brochure, Think Big...

Think Positive...Act...Be Successful, gives directions and places to seek help and make a success of their business. It also contained a personal evaluation check list by which the attendees evaluate themselves. An evaluation form was also given to the attendees to evaluate the seminar itself, and give suggestions for future ones.

From the evaluation sheets we found that overall the participants felt the seminar was highly informative with relevant material, well organized and conducted; unique, in that it used both unsuccessful professionals and entrepreneurs as panelists; timely, in that they were allowed to actively participate.

After the seminar, a letter of thanks went out to each attendee, with a certificate of participation.

A decision was made by our staff to organize an economic development organization to help minorities in their business endeavors. The organization is open to any minority businessman or prospective minority businessman interested in working together to better the success of each other. The response to this invitation has been overwhelming. Phone calls have been received from Nebraska and Iowa, as well as local businessmen interested in becoming members. We are now in the process of getting this organization under way.

Press releases and radio announcements were sent to the media of all four states prior to and after the seminar to publicize this activity. A sample of the kit which was given to each attendee is enclosed. There were also over 30 pieces of literature available to pick up during the seminar.



Also enclosed are some samples of the evaluation sheets received.

As a follow-up activity the businesses with which we have been working along with additional businesses were contacted for the purpose of organizing them to ascertain:

1. Any new problems which the businesses with which we have been working may have.
2. The marketing problems which the additional businesses are having.
3. Ways in which we might service them as a group.
4. Similarities of marketing problems and ways of dealing with them collectively.

We also discussed with all of them the prospect of participating in group advertising to get more for their individual limited advertising budgets.

An additional forty businesses were contacted and a meeting arranged. In the interim, the backgrounds of each of these businesses were checked and preliminary information gathered.

We also contacted businesses with which we have worked under previous sub-contractual arrangements as a follow-up. Several of these indicated an interest in being involved in a program of this type.



## MASS COMMUNICATIONS WORKSHOPS

This was quite an extensive project. Its planning and execution required months.

An outline with time tables was made of all steps necessary to carry out the workshop. The goals to be achieved were also met.

The first thing was to choose a city where there were enough resource people available to talk with the high school students. Since the target group was minority students, it was important to have a representative number of persons of both sexes engaged in the fields of work to be incorporated in the workshop. After the city is chosen, it was then necessary to select a school that was centrally located, one that would provide ample classrooms with the necessary equipment, and allow for smooth traffic flow. The consent of the principal was necessary.

The next important step was to prepare a presentation to make to the board of education and get its approval to use the facilities, get assistance from the school counselors and a district liaison.

Several pre-planning trips were necessary to make prior to the conference. Resource persons were contacted in person, purpose explained, determined area of their expertise and secure consent to participate.

The time consuming tasks of writing a handbook to cover all topics covered in language high school students could

understand was next. The usual steps of preparing an outline, doing research, writing copy, editing and rewriting copy, having type set, selecting stock, supervising printing and everything necessary to produce a book were carried out.

Other steps followed were preparing a letter to invite the students to participate, a check-list for them to make first, second and third choices, letters sent to counselors asking their support in securing students and seeking their guidance, several letters sent to panelists with necessary details, room assignments, topic, number of students, tentative program format, etc.

All material that had to be produced or ordered was secured--such as, plastic kits, specially designed name tags for students and resource people, signs for classrooms, notebooks, inscribed pens, programs for workshop and general assembly. Transportation schedules were also made.

Each student is assigned a group prior to the conference. Orientation sessions are held prior to the conference with the consultants to coordinate efforts, clarify goals and explain all details.

Materials are passed out according to the alphabet and assignments made. Each group is monitored, video tapes made of sessions, sessions taped and photographed. Guides and assistants are assigned to assist in the smooth running of the conference. Signs are placed outside classrooms, master signs with room assignments are also placed in key positions.



A luncheon is held where students have an opportunity to meet and chat informally with each other and resource people. This is followed by a general assembly. Resource people are introduced along with students and counselors who served on the steering committee. The highlight of this part is a short stimulating talk or speech by a young professional, if available, or someone who knows his or her craft and can relate to today's youth in a meaningful way.

The second half is a "do it" session. Assignments are given to provide a way for students to execute what they have learned. A behind-the-scene tour of a television station is usually arranged. In the general meeting following an evaluation is taken of the day's activities.

Each participant receives a workbook. Transportation is provided back to the schools.

Radio, newspaper and television coverage is given prior to and following the workshops.

Results of the evaluation are tabulated and a critique written from the monitors' reports. Thank-you letters are written.

The next year a follow-up program is done to determine how many entered the field or had greater awareness of mass communications.



## CAREER CONFERENCE FOR HIGH SCHOOL GIRLS

The purpose of this conference was threefold. First, to expose girls to new careers available for women. Secondly, to give them a first hand experience in talking with women who could serve as success models. Thirdly, to create an awareness of the importance of deciding on one's life career early in life.

Method: A list of at least 20 careers that young women with different educational capabilities to achieve was chosen. Example: Bridal consultant, engineer, urban planning, retailing, etc. A site centrally located was chosen as the meeting place.

Once the realistic but stimulating careers were chosen then resource people who had experience in these areas and those who could explain the qualifications and requirements for and expectations of as well as suggested schools, etc., were chosen.

High school girls from various schools were made aware of the conference, invited to attend and asked to make their choice of areas of interest. Another category was listed. Where five or more requests were listed for subjects not suggested, a resource person was chosen to fill the need of the girls.

On the day of the conference, the girls met with the consultants in small groups, after the overall purpose was explained to the attendees. In most instances the parents

attended also. Literature was distributed, questions answered on a dialogue between resource people, students and parents.

After an hour had passed, the girls were allowed to either talk informally with the person representing their second choice or to just pass around at will to look over material and/or ask questions.

The group was reassembled where a five minute summary of each workshop was given. This was taped. Questions were answered. Evaluation sheets designed to determine the effectiveness of content, allocation of time, resource persons, method of relating, site, type of printed materials, etc., were passed out for everyone to express their opinions. Suggestions were also asked for improvement.

An informal social hour followed the event. Follow-up, thank you letters were sent to all participants. Publicity was given to the event.

Seven such conferences were given. In each, suggestions for improvement were incorporated.

A work-plan of "how to" was developed for each conference so that the person in charge would know what to do, when and time needed for each step.

## HUNGER WORKSHOPS FOR LOW-INCOME FAMILIES

We chose a steering committee composed of women from various ethnic groups and socio-economic levels. A great deal of input was secured from welfare recipients. They helped to plan the program and menu to be served. They also served as panelists.

The program was designed to show the importance of using commodity foods, bring out the stigma of labeling such products, recipes, health care, relationships of food to healthy bodies, and pre-natal care. Health services and home economics assistance available was explained. How to stretch the food dollar, can size, etc., was stressed.

The menu served was prepared from commodity food. Decorations for the table were simple and made from things available free--but attractive.

Question and answer period was allotted. Evaluation of the conference was made, summarized and reported to Washington. It was rated the most meaningful and successful of twelve held in the United States.



## OTHER CONFERENCES COORDINATED

### 1. Four State Regional Conference For Minorities in Business

Rated by SBA and OMBE as the most successful one ever held in this region. It was realistic, meaningful and as a result, the merchants merged their efforts to unite for a common cause.

### 2. Middle Management Supervisors

We planned the content and worked up a slide presentation to teach non-white supervisors how to work with Blacks and Spanish Americans. We also prepared a workbook on how to sell to these consumers.

### 3. State Home Economics Conference

A state chairwoman Inez Kaiser, planned the weekend conference program for the Home Economists in Business, involving trained persons and welfare rights women. It involved coordinating the program to meet the needs of all home economists in the states of Kansas and Missouri.

### 4. Public Relations and Communications Workshop

Our agency has planned conferences on four Black college campuses for four years on the above topics. This involved the basic conference planning techniques to reach college age girls and boys. We also had to schedule subject matter, arrange for the use of rooms and speakers.

### 5. Equal Rights Amendment Conference

This one-day conference was planned to acquaint women, especially minorities, with the provisions of the amendment and importance of states to pass it. It was an

educational project to disseminate facts, answer false questions and illusions and deal with the advantages of the amendment vs. the disadvantages.

6. Media Women Inc.

Our office planned and coordinated a two-and-one-half day conference for women in minority groups from throughout the United States engaged in various forms of mass communications. It was an educational conference planned to teach new techniques, evaluate present methods, exchange ideas and learn the newest trends in communications and what Cable Television is all about. We made all the arrangements for lodging, entertainment, press coverage, press kits, three luncheons, a banquet, set up a press room, secured badges, prizes and developed a handbook.

7. Black is Now! Black is Profit! Black is Here to Stay!

This one day conference was held for businessmen and women to acquaint them with the importance of the businessowner. We also presented facts and statistics on the importance of firms getting their share of the minority market. It was also emphasized that women were the largest consumers on earth, and the importance of appealing to them. We emphasized hiring of minorities and putting money back into the community.

8. New York Personnel Management Seminar

Our agency coordinated the segment of the program that dealt with the EEO and affirmative action laws and how

they affect minorities and management, personnel offices and employees.

As the result of our presentation we were presented a plaque for excellence in the presentation.

9. Women's Chamber of Commerce

We coordinated a program designed to relieve the tensions of non-minority women of working with and for minorities. It also pointed out the economics and learning received from such a relationship and reassured all that minorities were not out to get their jobs.

These are just some of the conferences we have planned. We have also coordinated human relations conferences for teachers, youths, Head Start staff and affirmative action programs for major corporations. We are hopeful this will give you some ideas of our firm's capabilities in communicating ideas to people in various levels from different ethnic backgrounds.



Inez Kaiser & Associates, Inc.