



**Biography  
for  
Norine Dresser, M.A.**

Cross-cultural customs and beliefs have fascinated folklorist Norine Dresser for over thirty years and have been the focus of her university teaching, research and writing. She sees the application of this work in a myriad of settings in contemporary daily life including business, education, and the health care system.

Her second edition of *Multicultural Manners* (Wiley, 2005) demystifies cross-cultural misunderstandings. The first edition (1996) and her *Los Angeles Times* “Multicultural Manners” column (1993 to 2001) received the 1998 John Anson Ford Award for contributions toward reducing intergroup conflict, conferred by the Los Angeles County Commission on Human Relations.

Dresser has received grants from the Smithsonian Institution, the National Endowment for the Humanities, and the Los Angeles Department of Cultural Affairs. She frequently addresses multicultural issues in venues including The New York State Department of Health, Food Stamp and Nutrition Workers; Meeting Professionals International; the National Park Service and Natural History Museum Volunteers.

She has been interviewed on radio’s Voice of America and numerous television shows: HBO; The Learning Channel; Women’s Entertainment Channel; Fox Family TV. In 1995, Dresser was a guest of the Romanian Ministry of Tourism where she presented a paper at the groundbreaking First World Dracula Congress in Bucharest, Romania.

**INTERACTING SUCCESSFULLY WITH MULTICULTURAL CLIENTS**

Be prepared for the global economy by increasing your awareness of cross-cultural customs and beliefs that may interfere with successful communication. Unexpected reactions to everyday stimuli can create negative results when the person in charge doesn’t know about cultural differences. This class will increase your success with international clients as well as those from the U.S. whose ethnic backgrounds differ from your own.

Topics to be covered include taboo colors, numbers, body language, forms of address, when “yes” means “no.” You will also be introduced to ethnic artifacts that may be utilized in your venues.