

COURSE OVERVIEW

Diversity and Inclusion in the Workplace

OVERVIEW

Diversity is a big part of organizations and businesses and has been a high-profile issue since the late twentieth century—but much has changed in how we understand it.

This course explores diversity and inclusion in the workplace on three levels: How we individually respond to issues of diversity and inclusion; how our interactions with others in the workplace and society reflect our values as individuals and a society regarding diversity and inclusion; and how we can all support diversity and inclusion in our workplaces at the organizational level.

LEARNING OBJECTIVES

- Discuss how we define diversity and inclusion in the workplace today
- Identify the benefits of a diverse and inclusive workplace for any organization's mission and the impact on the critical and creative thinking of teams and individuals
- Describe how we support respect for diversity and promote inclusion through communication and collaboration
- Discuss ways to ensure diversity and inclusion across the organization

COURSE HIGHLIGHTS

Fundamentals of diversity and inclusion in today's workplace

- Contributing to a culturally diverse team
- The value of diversity
- Why cultural diversity is important to you and your organization
- The relationship between inclusion and employee satisfaction
- Defining diversity and inclusion
- Changes in how we see diversity
- How Millennials are changing the definition of diversity and inclusion

How we see ourselves—and our world

- Dimensions of diversity
- Influences on your perspective of the world and others
- Expanding your perspective and valuing that of others

How we see others

- What kind of snap responses do you make based on appearances?
- Factors that influence our responses to others
- Moving beyond “gut instincts” when encountering others
- Familiar elements of diversity
- The differences among generalizations, stereotypes and personal bias
- Strategies to identify and address bias

- More ways that we differ
- Cultural values: Subtle differences around the world

How we work together

- How every person plays a role in creating an inclusive culture
- Create an environment where differences are valued
- Cultural sources of conflict in the workplace
- Solutions to the most common communication challenges
- Learn the importance of listening and identify your personal “filters”
- Communicate effectively with people from different cultures
- How every employee sets a tone when it comes to diversity
- What to do if you have said the wrong thing
- The importance of preferred language and people first language
- Disability awareness in an inclusive organization
- Making connections across generations

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)