

Diversity Training

Length: 1 Day

Summary: Having a diverse workforce and training everyone in an organization to appreciate and embrace diversity can help set a business apart from its competition. The consequences for organizations that lag behind in addressing issues of diversity are high: missed opportunities, customer and client complaints, and service-delivery problems. This training program explores the challenges that arise from diversity, issues that surface in diverse workgroups, and methods for handling conflict.

Program Objectives: At this program's conclusion, participants should be able to:

- Describe the challenges of and remedies for stereotyping in the workplace.
- Demonstrate the use of open-ended and closed questions.
- Identify and explain the basic behavioral styles and the benefits and challenges of each.
- Describe a model of feedback, communication, and listening.
- Explain the importance of body language in the listening process.
- Demonstrate techniques for better listening skills.
- Develop an action plan to improve communication skills.

COURSE CONTENT

- 1. UNDERSTANDING DIVERSITY**
 - What is Diversity?
- 2. UNDERSTANDING STEREOTYPES**
 - Stereotypes vs. Biases
- 3. BREAKING DOWN THE BARRIERS**
 - Changing your Personal Approach
 - Encouraging Workplace Changes
 - Encouraging Social Changes
- 4. VERBAL COMMUNICATION SKILLS**
 - Listening and Hearing: They aren't the same thing
 - Asking Questions
 - Communicating with Power
- 5. NON-VERBAL COMMUNICATION SKILLS**
 - Body Language
 - The Signals you Send to Others
- 6. BEING PROACTIVE**
 - Encouraging Diversity in the Workplace
 - Preventing Discrimination
 - Ways to Discourage Discrimination
- 7. COPING WITH DISCRIMINATION**
 - Identifying if you have been Discriminated against
 - Choosing a Course of Action
- 8. DEALING WITH DIVERSITY COMPLAINTS AS AN EMPLOYEE**
 - What to do if you're involved in a Complaint
 - Understanding your Role
 - Creating a Support System
- 9. DEALING WITH DIVERSITY COMPLAINTS AS A MANAGER**
 - Recording the Complaint
 - Identifying Appropriate Actions
 - Choosing a Path
- 10. DEALING WITH DIVERSITY COMPLAINTS AS AN ORGANIZATION**
 - Receiving a Complaint
 - Choosing a Response
 - Learning from the Complaint