

Workplace Diversity

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Overview

Your participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

Our Workplace Diversity course will help participants understand what diversity is, and how they can create a more diverse environment.

They will be instructed on how to use active listening and employ effective questioning techniques.

By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.

Course Outline

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Diversity

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

Module Three: Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

Module Four: Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

Module Five: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Six: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Seven: Being Proactive

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

Module Eight: Coping with Discrimination

- Identifying if You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

Module Nine: Dealing with Diversity Complaints as a Person

- What To Do If You're Involved In A Complaint
- Understanding Your Role
- Creating a Support System

Module Ten: Dealing with Diversity Complaints as a Manager

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

Module Eleven: Dealing with Diversity Complaints as an Organization

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations