



Diversity and Inclusion—Essential Concepts and Practices

This course covers the concepts and practices of diversity and inclusion. Diversity is any dimension that can be used to differentiate groups and people from one another. Inclusion means respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. We all bring with us diverse perspectives, work experiences, life styles and cultures. As a source and driver of innovation, diversity is a “big idea” in business and in society. We know the power of diversity is unleashed when we respect and value differences. In this course participants will learn how to work with both of these concepts in mind, creating positive experiences leading to service creativity and innovation.

Course Length: 4-8 hours

Course objectives:

- Create a common understanding by defining culture
- Identify the impact of diversity within the workplace and how it affects relationships
- Learn via dialog and discussion how to talk about differences
- Develop strategies that positively impact relationships and the organization

Course outline:

Introductions/Objectives/Overview

This module will outline the course so participants have a road map for the training and explain what Diversity Training can and can't do or solve. There will be an exercise that highlights the similarities and differences of the participants. This is a low risk exercise that can surface discussion about various types of diversity and how it can affect someone.

Create a framework for discussion by providing context, definitions, and guidelines for discussion

This module focuses on the context for diversity work. Terms will be defined to assist in clear communication and the parameters of culture will be explored. This will include presenting and discussing more familiar terms such as race and gender along with less familiar terms such as multi-generational and LGBT. There will be an exercise to apply these definitions to participant's lives, at work and away from the office. Participants will work together to begin defining work culture parameters.

Exploring Awareness of Values and Biases

This module explores personal values and biases, known and unknown that may impact how participants interact with others. During this module, participants will do some personal exploration and asked to assess where they believe they are in their own cultural awareness.

Putting it to Practice

Information will be presented on communicating from a cultural perspective. Participants will be afforded the opportunity to practice this in comfortable and possibly uncomfortable situations. The session will end with participants identifying ways they can apply what they learned when interacting or working with people who may be different than themselves. They will also identify things they can do at work to create a place for diversity.