Course Content

Course Description:

In this course, you will be introduced to your company's responsibility for promoting sensitivity in the workplace, and will examine the benefits garnered company-wide from this training. You will also explore the steps that should be taken when non-compliance becomes an issue.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Define sensitivity training and its usefulness and necessity in the workplace.
- Identify the benefits for self and the company in pursuing a sensitivity objective.
- Successfully raise awareness of others.
- Identify different types of stereotypes; their delivery and effects.
- Discuss Human Resources and its best practices for dealing with issues associated with stereotypes.
- Define the steps to handling complaints associated with sensitive issues and stereotypes.
- Describe the pros and cons of being "sensitive".

Topics:

Lesson 1: Getting Started
- Workshop Objectives
- Pre-Assignment
- Pre-Test
- Action Plan
- Evaluation Form

Lesson 2: Introduction to Sensitivity Training
- Definition
- History
- Who Needs It?
- Goals
- Practical Illustration
- Module Two: Review Questions

Lesson 3: Benefits
- Raising Awareness
- Interaction
- Behavioral Changes
- Productive Workplace
- Practical Illustration
- Module Three: Review Questions

Lesson 4: Stereotypes
- Explicit
- Implicit
- Purpose
- Effects
- Practical Illustration
- Module Four: Review Questions

Lesson 5: Discrimination
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Practical Illustration
- Module Five: Review Questions

Lesson 6: Sex and Gender Stereotypes
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Practical Illustration
- Module Six: Review Questions

Lesson 7: Age
- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Practical Illustration
- Module Seven: Review Questions

Lesson 8: Disabilities 44
- Employer Responsibilities
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Practical Illustration
- Module Eight: Review Questions

Lesson 9: Religion
- Employer Responsibilities
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes
- Practical Illustration
- Module Nine: Review Questions

Lesson 10: Handling Complaints (I)
- Develop Process
- Publish Process
- Train Employees
- Assess the Effectiveness of the Process
- Practical Illustration
- Module Ten: Review Questions

Lesson 11: Handling Complaints (II)
- Gather Information from the Complainant
- Evaluate the Credibility of the Complaint
- Interview Those Involved
- Take Action Against the Offender
- Practical Illustration
- Module Eleven: Review Questions

Lesson 12: Wrapping Up
- Words from the Wise
- Lessons Learned
- Appendix
- Worksheet 1
- Worksheet 2
- Worksheet 3
- Worksheet 4
- Worksheet 5
- Worksheet 6
- Worksheet 7
- Post-Assessment
- Recommended Reading

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