



Workplace Diversity

Course ID #: 7000-001-ZZ-Z

Hours: 7

Course Content

Course Description:

Improving diversity knowledge is a required component of every company. With more and more businesses having global presence workplace diversity is a forgone conclusion. 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.

At Course Completion:

After competing this course, student will be able to:

- Understand what diversity is, and how they can create a more diverse environment
- Use active listening and employ effective questioning techniques
- Use the right complaint resolution skills
- Choose the right course of action

Topics:

Module One: Getting Started

Module Two: Understanding Diversity

- Related Terms and Concepts
- A Brief History
- A Legal Overview
- Module Two: Case Study

Module Three: Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means
- Module Three: Case Study

Module Four: Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes
- Module Four: Case Study

Module Five: Verbal Communication Skills

- Listening and Hearing; They Aren't the Same Thing
- Asking Questions
- Communicating With Power
- Module Five: Case Study

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 Six: Case Study

Module Seven: Being Proactive

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination
- Module Seven: Case Study

Module Eight: Coping with Discrimination

- Identifying If You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action
- Module Eight: Case Study

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



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- Module Nine: Case Study

Module Ten: Dealing with Diversity Complaints as a Manager

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path
- Module Ten: Case Study

Module Eleven: Dealing with Diversity Complaints as an Organization

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint
- Module Eleven: Case Study

Module Twelve: Wrapping Up