

# Diversity Training

**Length:** 1 day

**Purpose:**

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 onsite 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:

- Explain the business case for diversity.
- Describe the challenges of and remedies for stereotyping in the workplace.
- Demonstrate the use of open-ended and closed questions.
- Identify and explain the four 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 when dealing with challenging speakers.
- Develop an action plan to improve communication skills.

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## Course Outline

Workplace Diversity Training Course -  
Lesson 1

**Understanding Diversity**

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

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Lesson 2

**Understanding Stereotypes**

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding what this Means

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Lesson 3

**Breaking Down the Barriers**

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

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Lesson 4

**Verbal Communication Skills**

- Listening and Hearing: They aren't the same thing
- Asking Questions
- Communicating with Power

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Lesson 5

**Non-Verbal Communication Skills**

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- Body Language
- The Signals you Send to Others
- It's not WHAT you say, It's HOW you say it

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Lesson 6

**Being Proactive**

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

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Lesson 7

**Coping with Discrimination**

- Identifying if you have been Discriminated against
- Methods of Reprisal
- Choosing a Course of Action

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Lesson 8

**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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Lesson 9

**Dealing with Diversity Complaints as a Manager**

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

Workplace Diversity Training Course -  
Lesson 10

**Dealing with Diversity Complaints as an Organization**

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