

## Diversity and Acceptance Series Training

**Length:** 3 Days

**Course Objective:** In this class you will learn about stereotypes & biases, how they develop, and how you will gain insight into one's own perspective. Students will gain effective strategies for removing barriers to diversity in the workplace, improve their listening skills and learn effective questioning techniques to communicate more effectively in a diverse population.

You will learn the importance of non-verbal communication, how to respond to personal complaints and how to develop a support system to manage the resolution process. It is important to learn to gain a professional approach to analyze and resolve situations involving diversity to create a culture of equality and ultimately strengthen teamwork.

### COURSE CONTENT

#### *DAY ONE:*

#### **DIVERSITY AND ACCEPTANCE I - RECOGNIZING BIASES, PREVENTING DISCRIMINATION**

Class focuses on deep seeded assumptions and our unconscious biases, while examining the dynamics between gender, race, class, sexual orientation, religion, age, and how to best connect across difference.

Focus is on awareness and acceptance, and building the foundational skill of empathy.

#### *Topics:*

#### **DIVERSITY:**

- Understanding Diversity
- Understanding Stereotypes
- Breaking down the Barriers
- Diffusing issues before they Escalate
- Being Proactive

#### **GENDER DYNAMICS IN THE WORKPLACE**

- Understanding Workplace Gender issues
- How Men and Women See the World differently
- Unconscious Bias

#### *DAY TWO:*

#### **DIVERSITY AND ACCEPTANCE II - COMMUNICATION ACROSS DIFFERENCE**

Class focuses on communication skills, specifically how we can move away from divisive conversations and into connecting dialogues, where shared meaning and understanding is the desired outcome.

*Topics:*

**COMMUNICATION**

- Dialogue and Communication
- Treating others Correctly
- Recognizing Harassment and Bullying
- Verbal Communication Skills
- Non-Verbal Communication Skills

*DAY THREE:*

**DIVERSITY AND ACCEPTANCE III -  
CREATING A CULTURE OF  
ACCEPTANCE**

Class focuses on what it takes to make acceptance and appreciation of difference a core value in the organization. Special focus is on resolving conflict, teaching the skills and strategies for conflict management that builds trust and promotes a safe work space.

*Topics:*

**AWARENESS**

- Creating a Culture of Equality and acceptance of Difference
- Conflict Resolution
- How to promote Equality
- Why Equality matters to strengthen team dynamics