

## Representative Workshop Programs

### Sample Client's Goals for Diversity and Inclusion Training

1. To set up the best environment for diverse communications and collaboration among associates, with stakeholders and customers.
2. To assure and exceed legal requirements such as those relating to fair employment, no harassment, assistance to those with disabilities, as well as respect for all.

### Training Format - Sample

	Introduction to Diversity ↓	Trends, Issues and Risks ↓	The Diverse Dream Team ↓	The American Mix ↓
Objectives ⇒	<ul style="list-style-type: none"> <li>• To increase awareness and appreciation for diversity</li> <li>• To gain “buy-in” from all stakeholders</li> <li>• To prepare for the future</li> </ul>	<ul style="list-style-type: none"> <li>• To become knowledgeable about diversity trends and issues</li> <li>• To develop and apply skills to achieve inclusion</li> <li>• To avoid inappropriate pitfalls and “illegal” interactions</li> </ul>	<ul style="list-style-type: none"> <li>• To develop everyday communications skills</li> <li>• To avoid potential pitfalls</li> </ul>	<ul style="list-style-type: none"> <li>• To understand the foundations of variety</li> <li>• To communicate effectively across cultures and faiths*</li> </ul>
Training Content ⇒	<ul style="list-style-type: none"> <li>○ Introduction &amp; Definitions</li> <li>○ The business case &amp; client goals</li> <li>○ The Power of ALL</li> <li>○ Impacts of Change &amp; facts including U.S. Demographics, Census/Ancestry, age, Immigration (Historical/Present Realities)</li> <li>○ Socio-economic &amp; cultural Interviews</li> <li>○ Exercise on Stereotyping</li> <li>○ Four Generations at Work</li> <li>○ Men &amp; Women Working Together</li> <li>○ Debriefing and assessment</li> </ul>	<ul style="list-style-type: none"> <li>○ Exercise on prejudice and unintentional/inappropriate actions</li> <li>○ Avoiding legal snafus: discrimination, prejudice, harassment, disrespect</li> <li>○ Debriefing and assessment</li> </ul>	<ul style="list-style-type: none"> <li>○ Description and benefits of the dream team</li> <li>○ Skills and tools to use for effective team communications including emotional intelligence</li> <li>○ Avoid pitfalls of humor, ignorance, unintentional offenses</li> <li>○ Team simulation</li> <li>○ Debriefing and assessment</li> </ul>	<ul style="list-style-type: none"> <li>○ Influences on the Individual including values, personal history, faith</li> <li>○ The American-blend including the following: <i>Native American Indian, Waves of immigrants, Hispanics, Africans, Asians, Europeans, etc.</i></li> <li>○ Impact of changing demographics such as increase in multi-cultural and multi-racial</li> <li>○ Exercise on balancing personal values with workplace needs</li> <li>○ Debriefing and assessment</li> </ul>

**For further information, please contact Susan Schubert 614-864-5111, [SusanSays@diversity-matters.net](mailto:SusanSays@diversity-matters.net).**

**We look forward to the opportunity to work with you in meeting your diversity needs.**