

Course ID  
**DIVERSE-S**  
Course Duration  
**1 day**

Course Title  
**Diversity: Becoming Your Best in a Multi-cultural Environment**

**Related Courses**

- Diversity: Managing a Multi-cultural Environment (DIVERSE-M, 1 day)
- Building a Respectful Workplace (RESPECT, 1 day)

**Aimed At**

Individuals who wish to develop positive working relationship with their colleagues in a multicultural setting through increased mutual trust and respect and honest yet tactful communication.

**Group Size**

7-25

**Prerequisites**

None

**Course in a Nutshell**

This course is part of our acclaimed diversity training program, which is further described in the Eogogics Diversity Training Brochure (downloadable from the Eogogics website).

Today's organizations include men and women of diverse ethnicity, religion, and ages – and some with disability as well. In such an environment, everyone feels more valued and is at his/her most productive when diversity issues are managed well at every level, including employee to employee interactions.

This course, aimed at staff, looks at assumptions we have about others and how those assumptions can guide our behavior negatively. The course also explores how we often become too sensitive to the behavior of others; sometimes misreading intentions or not addressing inappropriate behaviors in positive ways. This course provides skills for improved communication and interactions as well as addressing others with delicate issues.

**Customize It!**

We can conduct this course as a half- or full-day course. It can be customized to cater to employees-only, managers-only, or mixed audience. It can also be tailored to the diversity issues unique to your environment, whether ethnicity/citizenship, gender, age, religion, disability, or other factors.

With a mixed audience, employees and managers may attend the same course and employees would leave early (or arrive late) so that the managers can attend the managers-only module. In this way, managers and employees discuss diversity issues together and managers remain for the segments that focus on leadership responsibilities.

- Learn How To**
- Acknowledge that biases and perceptions can shape the ways we work with other people
  - Become more conscious of our behaviors so we can treat others with respect
  - Acknowledge the positive effects of a diverse work force and be able to demonstrate this philosophy at work
  - Recognize that differences in communication styles and decision making approaches can enhance work products and develop a strategy to bring out the best of both approaches
  - Anticipate the needs of diverse audiences and tailor communications appropriately

**Course  
Outline**

- Introduction
  - Puzzle: The Biases We Bring
  - Diversity: Differences or Perceptions
  - Exercise: Breaking out of Current Paradigms
- The Impact of Disparate Treatment
  - Video: 30 minute Blue Eyed Experiment
  - Group Work and Discussion of Video
- The Impact of Inclusion
  - Group Work: Story of the Misfit Team
  - Discussion: When Employees Do Not Feel Part of the Team
  - Misperceptions of What Makes a Team Player
- Respect for All People
  - Case Study: What Is Considered Disrespectful?
  - Discussion: Respect; Comparing Notes
  - Group Work: Behaviors at Our Workplace
  - Exercise: Recommendations for Rules We All Should Follow
  - Discussion: Levels of Respect
- Valuing Diversity Through Feedback
  - Role Play: Giving Feedback That Values, Includes, and Challenges
  - Discussion: Perceptions of Feedback
- Diversity as a Business Issue
  - Group Work: Strategies for Developing Diverse Ideas
  - Ensuring all Partners Have a Voice
  - Handling Business Successfully When the Customer Base Becomes More Diverse
- Close Out: Wrap-up and Q & A

**How You Will  
Learn**

- An experienced instructor will conduct this course in “workshop” (lecture/practice) format.
- This is a highly interactive and dynamic course that uses stories, games, case studies, exercise, and group activities to drive home the essential points.
- You will receive a toolkit of techniques and skills to help change your work environment into one that everyone finds respectful and productive.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

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