

## Objectives

This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.

## Prerequisites

There are no prerequisites for this course.

## Duration

1 day

The topics covered on the course are,

### 1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

### 2 Understanding Diversity

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

### 3 Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

### 4 Breaking Down the Barriers

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

### 5 Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

### 6 Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

### 7 Being Proactive

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

### 8 Coping with Discrimination

- Identifying if You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

### 9 Dealing with Diversity Complaints as a Person

- What To Do If You're Involved In A Complaint
- Understanding Your Role
- Creating a Support System

### 10 Dealing with Diversity Complaints as a Manager

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

### 11 Dealing with Diversity Complaints as an Organization

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

### 12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations