

Inclusive Workforce Training Session Overview- Proposal

Purpose

Develop the skills to lead and retain a multicultural workplace that is welcoming for all employees by examining the many dimensions of diversity and improving intercultural communication. This training will stress how everyone should be treated with respect and that respect can look different for different people. Completion meets the training criteria for the [Inclusive Workforce Employer \(I-WE\) Designation](#), a marketing tool for employers to promote and recruit from diverse talent pools in Greater Minnesota.

Audience

Part 1 - Leads, Area Managers and Supervisors – approximately 25 individuals.

Part 2 - All employees

Length*

Part 1 – Four hours

Part 2 – Four hours

Instructional Techniques

Session will be highly interactive, including experiential activities and debriefs that illustrate concepts. Participants will also have the opportunity to discuss and practice the theories and techniques using realistic, job related examples.

High Level Session Outline**

Part 1 – Four Hours

Leading a Diverse Workforce

- Overview difference between Diversity, Inclusion and Equal Employment Opportunity
- Analyze *Dimensions of Diversity* in your workforce
- Assess individual legacy and lenses as they relate to beliefs, biases and perceptions
- Examine how *Processes, Practices and Daily Interactions* can help foster inclusion

Coaching for Higher Engagement and Performance

- Examine the importance of establishing relationships to better understand the diverse needs of each member of your team
- Identify and practice five conversations that help build relationships, understand individual motivators and increase engagement and performance
- Train and prepare staff for leadership roles

Part 2 – Four hours

Introduction

- Experiential welcome activity that encourages interaction and illustrates the broad concept of diversity

Nature of Workforce Diversity

- Outline the four basic needs of workers– Trust, Compassion, Stability and Hope
- Brief overview of difference between Diversity, Inclusion and Equal Employment Opportunity
- Assess individual legacy, layers and lenses as they relate to beliefs and biases
- Analyze Dimensions of Diversity
 - Activity and discussion about specific types of diversity – how each impacts the organization, the value each brings, and the potential conflicts that can arise

Intercultural Communication

The American Workplace in Contrast

- Analyze the typical American workplace vs. workplaces in other countries
- Identify aspects of respect and disrespect in American culture vs. respect and disrespect in world cultures
 - Common forms of respect and disrespect in world cultures
 - Noticing similarities, differences, and points of potential conflict
 - Strategies for respectful interaction
- Look at the American phrasebook
 - A look at common American phrases and how they might be misunderstood
 - Strategies for clear communication

*Sessions can be held 1 – 2 weeks apart based on scheduling availability.

**The information above should be considered a starting point for discussion. The session content and/or length can be adjusted and customized to best meet the needs of the organization.