

## Corporate Training Materials

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## Preface

### What is Courseware?



Welcome to Corporate Training Materials, a completely new training experience!

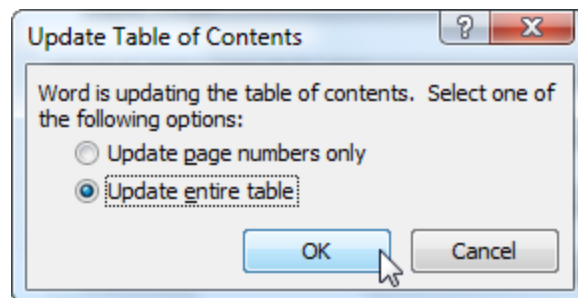
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

### How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.

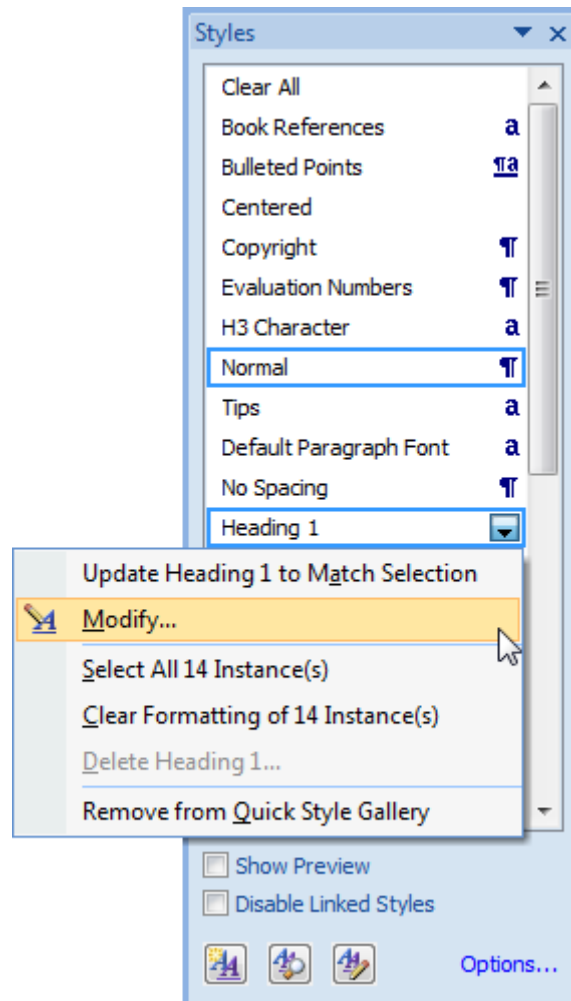


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to [Word 2007 or 2010 Essentials](#) by Corporate Training Materials.

## Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides
- Quick Reference Sheets for students to take home
- Timer or watch (separate from your laptop)
- Masking tape
- Blank paper

## Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.
  - Use examples, case studies, and stories that are relevant to the group.
  - Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.
  - Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest [Experiential Learning](#) by David Kolb.)
- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

## **Icebreakers**

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps “break the ice” with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

## **Icebreaker: Friends Indeed**

### **Purpose**

Have the participants moving around and help to make introductions to each other.

### **Materials Required**

- Name card for each person
- Markers

### **Preparation**

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

### **Activity**

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

## **Instructor Guide Sample**

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*It is time for parents to teach young people early on that in diversity there is beauty and there is strength.*

**Maya Angelou**

## Sample Module: Understanding Diversity



Before you can know whether or not you are able to manage diversity, you must know what it is, its benefits, and implement and follow a policy that does not allow for discrimination.

### What is Diversity?



Diversity is the inclusion of a wide variety of people of different races or cultures in a group or organization. It is vital that every employer and employee has an understanding of the concepts diversity. This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Understand the meaning of diversity.
<b>Topic Summary</b>	<b>What is Diversity?</b> Comprehend the definition of diversity before delving into various forms of diversity.
<b>Materials Required</b>	<b>01: Diversity</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Using the Merriam-Webster definition of diversity as a guide, create your own 2-3 sentence definition of the term “diversity”.

<b>Stories to Share</b>	Allow some participants to share their definitions.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What does diversity consist of?

## Benefits of Diversity



Diversity brings many perspectives to a company, which is positive for the growth of individual employees and the company as a whole. Here are some specific benefits to companies that have a diverse workforce:

- Large pool of knowledge
- Fulfill the needs of your existing customers
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review the benefits of diversity.
<b>Topic Summary</b>	<b>Benefits of Diversity</b> Discuss the benefits of diversity in the workplace that's provided by the course.
<b>Materials Required</b>	<b>Flipchart/Whiteboard &amp; markers</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Engage participants by asking them to give examples of other specific benefits associated with a diverse workforce.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What are two benefits to diversity in the workplace?

## Managing Diversity



Managing diversity in the workplace is an integral function of the Human Resources department. Using the company's written policy of diversity, HR must be able to effectively communicate these requirements to leadership, who must in turn be able to implement and ensure compliance by employees.

Skills such as effective communication, treating each employee uniquely, promoting the collaboration of diverse small groups within the larger group, and being open-minded, are essential to managing diversity.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	Review the different skills that are crucial to managing diversity.
<b>Topic Summary</b>	<b>Managing Diversity</b> Discuss HR and leadership's role when it comes to managing diversity. Also talk about some of the skills needed when managing diversity.
<b>Materials Required</b>	<b>02: Effective Communication</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Allow participants to complete the worksheet individually.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Who is responsible for making sure leadership is prepared to implement and ensure compliance of managing diversity among employees?

## Zero-Tolerance Policy



A zero-tolerance policy is a plan that's designed to prevent objectionable behavior. Additionally, it outlines the consequences for not adhering to the policy.

Each company is responsible for drafting its policy and ensuring all pertinent elements are included. Some of these elements include:

- Prohibited behavior
  - Physical harm to others
  - Discrimination
  - Sexual harassment
- How to report non-compliance
  - To whom it should be reported (e.g. supervisor or HR)
  - Reporting method (e.g. hotline or written report)
- Consequences for engaging in such behaviors
  - Verbal warning
  - Written warning
  - Termination
  - Legal action
- Company's responsibility
  - Provide training on the policy
  - Encourage employees to report incidences
  - Enforce punishment for non-adherence
- Employees' responsibility
  - Understand the policy
  - Report incidences

<b>Estimated Time</b>	<b>10 minutes</b>
<b>Topic Objective</b>	Review the zero-tolerance policy.
<b>Topic Summary</b>	<b>Zero-Tolerance Policy</b> Discuss the purpose of a zero-tolerance policy.
<b>Materials Required</b>	<b>03: No Tolerance</b>
<b>Planning Checklist</b>	None

<b>Recommended Activity</b>	Allow participants to break into small groups, consisting of 2-3 individuals. Give each group time to collectively create a zero-tolerance policy, consisting of the elements outlined in the course. Give each group time to present their policy to the larger group.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What are two punishments for engaging in prohibited behaviors?

## Case Study

Macy and Lily have recently opened their publishing company. They are discussing the importance of a workforce that is diverse. They both agree that creating a policy that helps avoid discrimination and bias in the workplace is important.

Macy stated that she understands why diversity is important, and how to manage it. However, she doesn't really understand how a zero-tolerance policy fits in.

Lily defines what the policy is, then goes on to explain what should be included in the policy. Macy then comprehends how everything works together, and volunteers to take the lead on writing the policy.

<b>Estimated Time</b>	<b>6 minutes</b>
<b>Topic Objective</b>	Outline the <b>Understanding Diversity</b> case study.
<b>Topic Summary</b>	<b>Case study</b> Define diversity, then discuss how to manage it and create a zero-tolerance policy.
<b>Materials Required</b>	<b>None</b>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	What was Macy unsure about? How did Lily help with this? Discuss the outcome of the case study.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.

**Review Questions**

At the end of the case study, what did Macy agree to do?

## Module Two: Review Questions

1. Which of the following was not a topic discussed, with regard to diversity?
  - a) Race
  - b) Height
  - c) Age
  - d) Disability

This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

2. Which of the following was a topic discussed, with regard to diversity?
  - a) Weight
  - b) Highest level of education attained
  - c) Sexual orientation
  - d) Socio-economic status

This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

3. Diversity brings perspectives that are \_\_\_\_\_ for \_\_\_\_\_.
  - a) Positive; Growth
  - b) Negative; Growth
  - c) Positive; Profit
  - d) Negative; Profit

This benefits individual employees and the company as a whole.

4. Which of the below is not listed as a benefit of a diverse workplace?
  - a) Large pool of knowledge
  - b) Fulfill the needs of existing customers
  - c) Appeal to a larger, global customer base
  - d) Federal tax break

Other benefits mentioned include loyal employees and legal compliance.

5. Who must communicate a company's policy of diversity to leadership?

- a) Any employee
- b) EEOC
- c) CEO
- d) HR

While HR is responsible for relaying this to leadership, leadership must relay it to employees.

6. Who must communicate a company's policy of diversity to employees?

- a) Customers
- b) Other employees
- c) Leadership
- d) Vendors

HR is responsible for relaying this to leadership. Leadership is responsible for relaying it to employees.

7. Which of these is not an example of prohibited behavior that should be included in a zero-tolerance policy?

- a) Physical harm to others
- b) Sexual harassment
- c) Discrimination
- d) Asking for a raise

Asking for a raise should never be included in a zero-tolerance policy. Physical harm to others, sexual harassment, and discrimination, among others, should always be included.

8. Which of these is a potential consequence for engaging in prohibited behaviors?

- a) Written warning
- b) Legal action
- c) Verbal warning
- d) All of the above

In addition, job termination may occur.



9. What is true of a company's policy of diversity?

- a) It should only be in verbal form
- b) It should be in written form and communicated verbally
- c) It should be in written form and does not have to be communicated verbally
- d) The company can choose whether it is in verbal form or written form

The policy of diversity should be in written form so it can be used as a reference tool. It should also be communicated verbally, to check for understanding.

10. With regard to a zero-tolerance policy, which of the following is the company not responsible for?

- a) Providing training on the policy
- b) Encouraging employees to report incidences
- c) Enforcing punishment for non-adherence
- d) Ensuring all reported incidents are forwarded to the local police department

While there may be instances where a case should be reported to the police, typically, the company has the resources to handle the situation.

## **Activities**

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.

## Sample Worksheet: Diversity

Use this worksheet to create a 2-3 sentence definition of the term diversity.

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## **Quick Reference Sheets**

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

# Workplace Diversity

## What is Diversity?

Merriam-Webster dictionary defines diversity as the condition of having or being composed of differing elements, especially the inclusion of different types of people in a group or organization.

This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

## Benefits of Diversity

Diversity brings many perspectives to a company, which is positive for the growth of individual employees and the company as a whole. Here are some specific benefits to companies that have a diverse workforce:

- Large pool of knowledge
- Fulfill the needs of your existing customers
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

## Hiring

There are many free resources that are designed to educate employers on how to recruit and hire employees with disabilities. For example, Employer Assistance and Resource Network on Disability Inclusion (EARN) offers publications on the topics of inclusion recruiting and hiring individuals with disabilities, as well as online trainings that check your understanding in these areas.

The Workforce Recruitment Program for College Students with Disabilities (WRP) is another free source that links private companies and federal agencies with highly qualified candidates for temporary or permanent roles, in many different fields.

## **Certificate of Completion**

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.

CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course*

*Workplace Diversity*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_

## **PowerPoint Sample**

Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.



## **Module Two: Understanding Diversity**

Before you can know whether or not you are able to manage diversity, you must know what it is, its benefits, and implement and follow a policy that does not allow for discrimination.

*It is time for parents to teach young people early on that in diversity there is beauty and there is strength.*

*Maya Angelou*

## **What is Diversity?**

Diversity is the inclusion of a wide variety of people of different races or cultures in a group or organization. It is vital that every employer and employee has an understanding of the concepts diversity.

## **Benefits of Diversity**

- Large pool of knowledge
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

## **Managing Diversity**

An integral function of the Human Resources department.

HR must be able to effectively communicate these requirements.



## Module Two: Review Questions

1. Which of the following was not a topic discussed, with regard to diversity?
  - a) Race
  - b) Height
  - c) Age
  - d) Disability
  
2. Which of the following was a topic discussed, with regard to diversity?
  - a) Weight
  - b) Highest level of education attained
  - c) Sexual preference
  - d) Socio-economic status

## Module Two: Review Questions

1. Which of the following was not a topic discussed, with regard to diversity?
  - a) Race
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  - a) Weight
  - b) Highest level of education attained
  - c) Sexual preference
  - d) Socio-economic status

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