

Workplace Diversity

Sample



Corporate Training Materials

All of our training products are fully customizable and are perfect for one day and half day workshops. You can easily update or insert your own content to make the training more relevant to participants. Our material is completely customizable and is backed up by a 90 day 100% no questions asked money back guarantee!

With our training courseware you are able to:

- Add your name and logo (and remove ours).
- Add your own content to make the training more relevant to your clients (i.e. using examples and case studies from within your organization or city)
- Train unlimited users within your organization.
- No Annual Renewal Fees
- Download training material on your time from our secure servers

United States

73 Greentree Drive, Box #68

Dover, Delaware 19904

Toll-free: 1-877-610-3660

Fax: 1-877-610-3661

sales@corporatetrainingmaterials.com

International

143 Dalhousie Street

New Glasgow, NS, Canada

Phone: 001-902-695-3660

Fax: 001-902-695-3661

sales@corporatetrainingmaterials.com

Any technical issues or questions can be addressed by our support team

support@corporatetrainingmaterials.com

Our Product Catalog contains our entire library of available and upcoming courses. Please follow this link: http://corporatetrainingmaterials.com/product_catalog.pdf

Review our License Agreement to answer any licensing questions you may have. Please follow this link: http://corporatetrainingmaterials.com/license_agreement.pdf

TABLE OF CONTENTS

Preface	3
<i>What is Courseware?</i>	3
<i>How Do I Customize My Course?</i>	3
<i>Materials Required</i>	4
<i>Maximizing Your Training Power</i>	5
Icebreakers	6
<i>Icebreaker: Friends Indeed</i>	7
Training Manual Sample	8
<i>Sample Module: Breaking Down the Barriers</i>	9
Instructor Guide Sample	14
<i>Sample Module: Breaking Down the Barriers</i>	15
Activities	22
Quick Reference Sheets	24
Certificate of Completion	26
PowerPoint Sample	28
Full Course Table of Contents	31

Preface

What is Courseware?



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

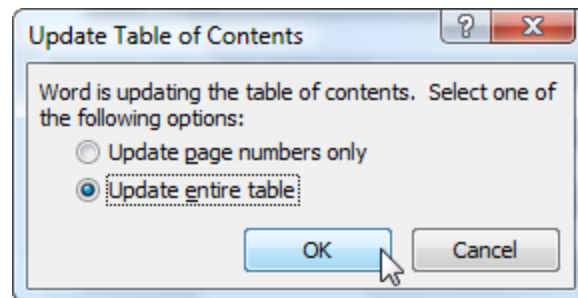
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

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.

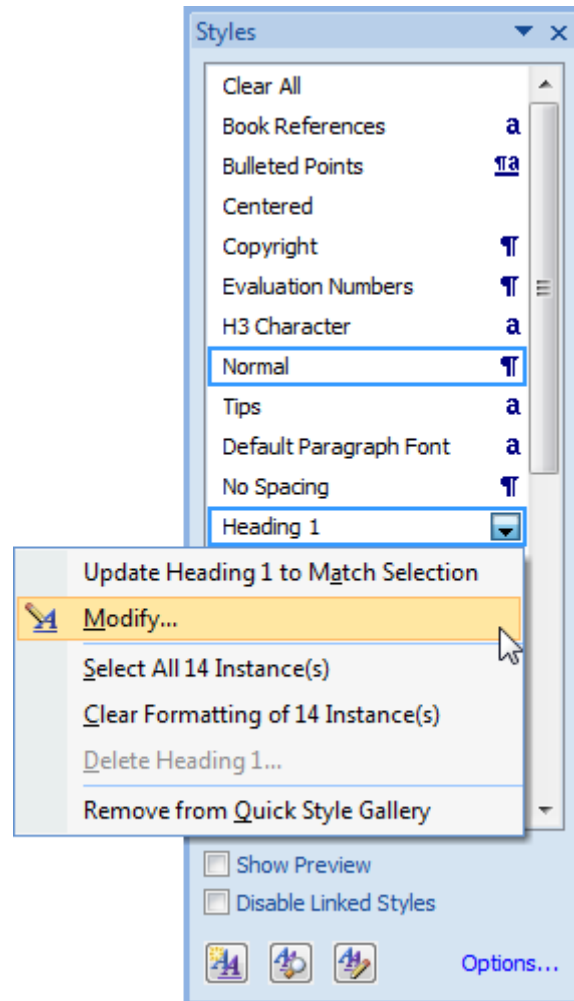


(You will also want to perform this step if you add modules or move them around.)

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.

Training Manual Sample

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is then shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.

We have become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams.

Jimmy Carter

Sample Module: Breaking Down the Barriers



We are each responsible for changing our stereotypes and breaking down the barriers.

Are your own assumptions based on things you have heard from others, in school, TV, or the movies? Is it possible that some of your negative images are incorrect -- at least for some people in a certain group? Rather than making sweeping generalizations, try to get to know people as individuals. Just as that will reduce the stereotypes you hold of others, it is also likely to help reduce the stereotypes others hold of you.

Changing Your Personal Approach



Once you've identified and understand your baggage, what do you do to make changes? Often, the beliefs you hold are the result of your own cultural conditioning; they determine whether you will seek rapport with individuals who are different from you.

The first step is acknowledging that you're human, will probably make some mistakes, and likely do have some stereotypes. Next, work to become more aware of your inner thoughts and feelings -- and how they affect your beliefs and actions.

We typically make a judgment about someone in less than 30 seconds. To change your personal approach to diversity, try these steps when you make contact with a new person:

1. Collect information
2. Divide out the facts from your opinions, theories, and suppositions
3. Make judgment based only on the facts
4. Periodically refine your judgment based on the facts
5. Try to continue expanding your opinion of the person's potential.

When you have a stereotypical thought about a group that is different from you, follow it up with an alternative thought based on factual information that discounts the stereotype. Engage in honest dialogue with others about race that at times might be difficult, risky, or uncomfortable, and look for media portrayals of different races that are realistic and positive.

Possible answers:

- Seek information to enhance your own awareness and understanding of discrimination
- Spend some time looking at your own attitudes and behaviors as they contribute to discrimination within and around you
- Evaluate your use of terms, phrases, or behaviors that may be perceived by others as degrading or hurtful
- Openly confront a discriminatory comment, joke, or action among those around you
- Risk a positive stand against discrimination when the opportunity occurs
- Become increasingly aware of discriminatory TV programs, advertising, news broadcasts, holiday observations, slogans, and other venues
- Investigate and evaluate political candidates at all levels regarding their stance and activity against discrimination
- Contribute time and/or money to an agency, fund, or program that actively confronts the problems of discrimination
- Sever your affiliation with organizations that have discriminatory membership requirements
- Read publications to educate yourself in the area of a culture other than your own
- Learn some of the language of those in your community who speak other than standard English

Encouraging Workplace Changes



Diversity initiatives usually start at the top of an organization, but change can be affected from any level. If you work in human resources, or in a functional position of authority, consider performing a cultural audit to describe the overall working environment, unwritten norms, possible barriers, and the existence of race, gender, and class issues.

- Learn about the values and beliefs of others in the organization. Be alert for biases and stereotypes
- Identify ways to value uniqueness among your colleagues
- Watch for changes in relationships. Is there hostility among co-workers? What distinguishing background characteristics do you notice?
- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, colleagues, social clubs, or religious groups
- Leave copies of publications that educate about diversity in sight where your friends and associates might see them and question your interests

Encouraging Social Changes

Below are several suggestions to encourage breaking down stereotypical barriers in social, community, and other non-work settings.



- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, colleagues, social clubs, or religious groups
- Investigate the curricula of local schools in terms of their treatment of the issues of discrimination (also discrimination in textbooks, assemblies, faculty, staff, administration, and athletic programs and directors)
- Evaluate your buying habits so that you do not support shops, companies, or personnel that follow discriminatory practices
- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, social clubs, civic or religious groups

As you gain more awareness and knowledge about groups different than you, not only will your stereotypes lessen, but you will also become better equipped to educate and challenge others about their stereotypes.

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. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

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.

*We have become not a melting
pot but a beautiful mosaic.
Different people, different beliefs,
different yearnings, different
hopes, different dreams.*

Jimmy Carter

Sample Module: Breaking Down the Barriers



We are each responsible for changing our stereotypes and breaking down the barriers.

Are your own assumptions based on things you have heard from others, in school, TV, or the movies? Is it possible that some of your negative images are incorrect -- at least for some people in a certain group? Rather than making sweeping generalizations, try to get to know people as individuals. Just as that will reduce the stereotypes you hold of others, it is also likely to help reduce the stereotypes others hold of you.

Changing Your Personal Approach

Estimated Time	10 minutes
Topic Objective	To brainstorm ways to break down stereotypical barriers on a personal level
Topic Summary	<p>Changing Your Personal Approach</p> <p>Each of us has a unique personal experience that can bring a rich set of ideas to a group discussion about how to break down personal barriers with respect to discrimination</p>
Materials Required	Flip chart paper and markers
Planning Checklist	None
Recommended Activity	<p>Divide participants into groups of four.</p> <p>Tell participants to think about their own personal experiences with regard to discrimination</p> <p>Ask them to brainstorm ways in which each of us can effect personal change in our internal belief systems for discrimination and stereotyping.</p> <p>Groups should list their responses on the chart paper.</p> <p>In debrief, compare the ideas generated. You may also wish to add some of the possible answers below.</p>
Review Questions	Why is it critically important for each of us to consider examining and changing our personal barriers toward discrimination?



Once you've identified and understand your baggage, what do you do to make changes? Often, the beliefs you hold are the result of your own cultural conditioning; they determine whether you will seek rapport with individuals who are different from you.

The first step is acknowledging that you're human, will probably make some mistakes, and likely do have some stereotypes. Next, work to become more aware of your inner thoughts and feelings -- and how they affect your beliefs and actions.

We typically make a judgment about someone in less than 30 seconds. To change your personal approach to diversity, try these steps when you make contact with a new person:

1. Collect information
2. Divide out the facts from your opinions, theories, and suppositions
3. Make judgment based only on the facts
4. Periodically refine your judgment based on the facts
5. Try to continue expanding your opinion of the person's potential.

When you have a stereotypical thought about a group that is different from you, follow it up with an alternative thought based on factual information that discounts the stereotype. Engage in honest dialogue with others about race that at times might be difficult, risky, or uncomfortable, and look for media portrayals of different races that are realistic and positive.

Possible answers:

- Seek information to enhance your own awareness and understanding of discrimination
- Spend some time looking at your own attitudes and behaviors as they contribute to discrimination within and around you
- Evaluate your use of terms, phrases, or behaviors that may be perceived by others as degrading or hurtful
- Openly confront a discriminatory comment, joke, or action among those around you
- Risk a positive stand against discrimination when the opportunity occurs
- Become increasingly aware of discriminatory TV programs, advertising, news broadcasts, holiday observations, slogans, and other venues
- Investigate and evaluate political candidates at all levels regarding their stance and activity against discrimination
- Contribute time and/or money to an agency, fund, or program that actively confronts the problems of discrimination
- Sever your affiliation with organizations that have discriminatory membership requirements
- Read publications to educate yourself in the area of a culture other than your own
- Learn some of the language of those in your community who speak other than standard English

Encouraging Workplace Changes



Diversity initiatives usually start at the top of an organization, but change can be affected from any level. If you work in human resources, or in a functional position of authority, consider performing a cultural audit to describe the overall working environment, unwritten norms, possible barriers, and the existence of race, gender, and class issues.

- Learn about the values and beliefs of others in the organization. Be alert for biases and stereotypes
- Identify ways to value uniqueness among your colleagues
- Watch for changes in relationships. Is there hostility among co-workers? What distinguishing background characteristics do you notice?
- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, colleagues, social clubs, or religious groups
- Leave copies of publications that educate about diversity in sight where your friends and associates might see them and question your interests

Encouraging Social Changes

Estimated Time	15 minutes
Topic Objective	To explore ways of breaking down discrimination barriers in the workplace
Topic Summary	Encouraging Inclusion Participants are given a hypothetical case and asked to brainstorm ideas for effecting positive change towards inclusion
Materials Required	05-Encouraging Inclusion Flip chart paper and markers
Planning Checklist	None
Recommended Activity	<p>Divide participants into groups of four and distribute the worksheet.</p> <p>After participants have read the case, tell the groups that they are playing the role of Bill and Anna, employees in the company who are aware of the potential discrimination situation.</p> <p>Ask the groups to brainstorm initiatives that they -- as Bill and Anna -- would take to affect change so that all clinics are considered for the employee of the year award.</p> <p>In debrief, share, and explore the ideas from each group.</p> <p>Ask: What would happen if no one takes up the challenge to make this contest event more inclusive?</p>
Review Questions	<p>Why is it everyone's responsibility to take a stand to reduce stereotyping and encourage diversity?</p> <p>Remind participants to consider adding an item to their action plan.</p>

Below are several suggestions to encourage breaking down stereotypical barriers in social, community, and other non-work settings.



- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, colleagues, social clubs, or religious groups
- Investigate the curricula of local schools in terms of their treatment of the issues of discrimination (also discrimination in textbooks, assemblies, faculty, staff, administration, and athletic programs and directors)
- Evaluate your buying habits so that you do not support shops, companies, or personnel that follow discriminatory practices
- Suggest and take steps to implement discussions or workshops aimed at understanding and eliminating discrimination with friends, social clubs, civic or religious groups

As you gain more awareness and knowledge about groups different than you, not only will your stereotypes lessen, but you will also become better equipped to educate and challenge others about their stereotypes.

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: Encouraging Inclusion

Dodd Dental Clinics, a ten-year old regional community dental network with 30 clinics is proud of its employee of the year award that provides a bonus check of \$20,000 and a Caribbean Cruise.

Potential award-winners' names are submitted by employees throughout the network each fall, and the winner is announced at the year-end sales meeting. Employees from all clinics are eligible, however one clinic in particular, Dodd Southeast, has never been considered. This facility is located in an ethnic area of a large city. English is not the primary language for the dentists, the staff, or the patients.

Again this year, no names were submitted from this clinic. Employee morale is rock-bottom. Senior management at the company has become aware of the morale issue, and fears an employee walkout.

Assignment:

In your group, you are Bill and Anna, employees at Dodd Group. Brainstorm things that Bill and Anna could do to encourage the inclusion of the staff of Dodd Southeast for consideration of employee of the year. Jot your ideas down on flip chart paper.

Note: Do not worry about any hypothetical organizational constraints. Be creative!

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

Body Language

Body language is a form of non-verbal communication involving the use of stylized gestures, postures, and physiologic signs that act as cues to other people. Humans unconsciously send and receive non-verbal signals through body language all the time.



One study at UCLA found that up to 93 percent of American communication effectiveness is determined by nonverbal cues. Another study indicated that the impact of a performance was determined 7 percent by the words used, 38 percent by voice quality, and 55 percent by non-verbal communication. Your body language must match the words you use. If a conflict arises between your words and your body language, your body language governs.

The Signals You Send to Others

Signals are movements used to communicate needs, desires, and feelings to others. They are a form of expressive communication. More than 75% of the signals you send to others are non-verbal.



Eye Contact

- For Americans, direct eye contact indicates that a person is confident and favorable
- Africans typically look down when they are listening, and look up when they are speaking
- In China, a lack of eye contact may indicate a show of respect
- For a Navajo Indian, a lack of eye contact may mean avoiding a loss of soul, or avoiding a theft.

Posture

- Slouching is considered rude in northern Europe
- Bowing shows respect in Asia
- Sitting with one's legs crossed is offensive in Turkey and Ghana.

Stereotypes vs. Biases



A stereotype is a conventional, formulaic, and oversimplified conception, opinion, or image. One who stereotypes generally thinks that most or all members of an ethnic or racial group are the same. Typical words used with stereotyping include: clannish, aggressive, blue-collar, lazy.

Bias is a preference or an inclination, especially one that inhibits impartial judgment. The use of bias is more subtle. Often it is evident through the addition of qualifiers or added information to spoken statements. For example, you may hear "Jane González, who has a degree, will be joining our staff", implying that having a degree sets this individual apart from most Hispanics, who may not have degrees.

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 Training Manual. 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.

Sample Module: Breaking Down the Barriers

We are each responsible for changing our stereotypes and breaking down the barriers.

In this module we will look at actions we can take to break down our barriers and move past our stereotypes.

We have become not a melting pot but a beautiful mosaic.

Different people, different beliefs, different yearnings, different hopes, different dreams.

Jimmy Carter



Changing Your Personal Approach

Collect information

Divide out the facts from your opinions, theories, and suppositions

Make judgment based only on the facts

Periodically refine your judgment based on the facts

Try to continue expanding your opinion of the person's potential

Encouraging Workplace Changes

Learn about the values and beliefs of others

Value uniqueness among your colleagues

Watch for changes in relationships

Encouraging Social Changes

Implement discussions or workshops

Evaluate your buying habits

Educate and challenge others

Full Course Table of Contents

- Preface4**
 - What is Courseware?..... 4*
 - How Do I Customize My Course?..... 4*
 - Materials Required 6*
 - Maximizing Your Training Power..... 6*

- Module One: Getting Started8**
 - Housekeeping Items..... 8*
 - The Parking Lot..... 9*
 - Workshop Objectives 9*
 - Pre-Assignment Review 10*
 - Pre-Course Reading 10*
 - Action Plans and Evaluation Forms 11*

- Module Two: Understanding Diversity.....12**
 - Related Terms and Concepts 12*
 - A Brief History..... 13*
 - A Legal Overview 15*

- Module Three: Understanding Stereotypes.....19**
 - Stereotypes vs. Biases..... 19*
 - Identifying Your Baggage 20*
 - Understanding What This Means..... 21*

- Module Four: Breaking Down the Barriers22**
 - Changing Your Personal Approach 22*
 - Encouraging Workplace Changes..... 24*
 - Encouraging Social Changes..... 25*

- Module Five: Verbal Communication Skills27**

<i>Listening and Hearing; They Aren't the Same Thing</i>	27
<i>Asking Questions</i>	30
<i>Communicating With Power</i>	32
Module Six: Non-Verbal Communication Skills	35
<i>Body Language</i>	35
<i>The Signals You Send to Others</i>	38
<i>It's Not What You Say, It's How You Say It</i>	41
Module Seven: Being Proactive	43
<i>Encouraging Diversity in the Workplace</i>	43
<i>Preventing Discrimination</i>	46
<i>Ways to Discourage Discrimination</i>	48
Module Eight: Coping with Discrimination	50
<i>Identifying If You Have Been Discriminated Against</i>	50
<i>Methods of Reprisal</i>	52
<i>Choosing a Course of Action</i>	54
Module Nine: Dealing with Diversity Complaints as a Person	57
<i>What to Do If You're Involved in a Complaint</i>	57
<i>Understanding Your Role</i>	58
<i>Creating a Support System</i>	59
Module Ten: Dealing with Diversity Complaints as a Manager	62
<i>Recording the Complaint</i>	62
<i>Identifying Appropriate Actions</i>	63
<i>Choosing a Path</i>	64
Module Eleven: Dealing with Diversity Complaints as an Organization	66
<i>Receiving a Complaint</i>	66
<i>Choosing a Response</i>	68

<i>Learning from the Complaint</i>	70
Module Twelve: Wrapping Up	72
<i>Words from the Wise</i>	72
<i>Gaining Closure on the Parking Lot</i>	72
<i>Action Plans and Evaluations</i>	73