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EMBRACING DIVERSITY
Course Catalog

5 Competency Tracks:

Unconscious Bias | Emotional Intelligence | Active Listening
| Diversity on the Job | Embracing Diversity

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Competency Tracks

UNCONSCIOUS BIAS

COMPETENCY TRACK

Understanding Unconscious Bias

Overview/Description: No matter who you are, you are prey to unconscious biases. To be part of a complex, diverse team you must take steps to overcome implicit and explicit biases and reject social stereotypes. Understanding your own bias, whether conscious or unconscious, is the key. In this course you'll learn about the characteristics of unconscious bias and the nature of buried prejudice. You'll discover how they can inadvertently affect your thinking and decision-making. And you'll learn about the positive things that can happen when you take an anti-biased approach to people and situations in the workplace.

Target Audience: Team leaders, supervisors, managers, anyone who wants to learn how to address unconscious biases in the workplace.
Course Duration: 25 minutes
Assets:
Title: Types of Unconscious Bias
Asset Type: Job Aid

Overcoming Your Own Unconscious Biases

Overview/Description: Each of us is a member of a society that is often partitioned into groups and tribes. While this is common to most societies, it can have harmful effects in the workplace, interfering with productivity and organizational success. We all hold biases, whether conscious or unconscious. Part of understanding the role of unconscious bias in the workplace is admitting to yourself that you, too, hold biases. Once accepted, you can take an anti-bias approach to overcoming unconscious prejudice. In this course, you'll learn how to recognize your own unconscious and implicit bias and how they can fall prey to social stereotypes.

Target Audience: Team leaders, supervisors, managers, anyone who wants to learn how to address unconscious biases in the workplace.
Course Duration: 22 min
Assets:
Title: Combating the Return of Your Unconscious Bias
Asset Type: Job Aid

Overcoming Unconscious Bias in the Workplace

Overview/Description: Ensuring a diverse, welcoming, and productive organization means overcoming biases. No matter who you are, you are prey to unconscious biases. To be part of a complex, diverse workplace, you must take steps to overcome them. In this course, you'll learn to recognize how superficial differences can contribute to bias and lead to prejudice and social stereotypes. You'll learn specific tactics for combatting unconscious bias and adopting an anti-bias approach. You'll also learn how to be an inclusive leader by using these tactics to overcome explicit and implicit bias across the organization.

Target Audience: Team leaders, supervisors, managers, anyone who wants to learn how to address unconscious biases in the workplace.
Course Duration: 25 min
Assets:
Title: Leading an Organization to Overcome Unconscious Bias
Asset Type: Job Aid

Outwitting Your Cognitive Bias

Overview/Description: In order to make the best decisions, you need to confront – and overcome – your cognitive biases. In this course you will learn techniques for identifying cognitive bias, as well as strategies for overcoming specific biases.

Target Audience: Team leaders, supervisors, managers, anyone who wants to learn how to address unconscious biases in the workplace.
Course Duration: 21 min

EMOTIONAL INTELLIGENCE
COMPETENCY TRACK

Navigating Your Own Emotions
Overview/Description: In the workplace, emotions can often run high; sometimes, they can cause you to say or do things that you may later regret. But the only person responsible for your emotions is you; you own them. That's why developing emotional intelligence is so crucial in protecting your professional reputation. In this course, you'll learn how to manage your emotional IQ, or EQ, in order to handle difficult situations more effectively. You'll explore the science behind the emotion, self-management techniques, as well as methods for recovering from emotional hijackings. You'll also learn different strategies for building emotional intelligence, such as taking ownership of your emotions, becoming emotionally self-aware, and identifying emotions.

Target Audience: Anyone who wants to advance their aptitude for emotional intelligence
Course Duration: 29 min
Assets:
Title: Techniques to Self-manage Emotions and Sustain Self-regulation
Asset Type: Job Aid

Navigating Other People's Emotions
Overview/Description: Organizational and interpersonal dynamics, along with thigh pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions, and maintain strong relationships with them. In this course you'll learn to recognize emotional awareness in, actively listen to, and empathize with others by developing emotional intelligence, also know as EQ. You'll discover how to apply organizational awareness and empathy to enhance your workplace relationships.

Target Audience: Anyone who wants to advance their aptitude for emotional intelligence
Course Duration: 25 min
Assets:
Title: Using Active Listening Skills to Observe and Affirm
Asset Type: Job Aid

Navigating the Workplace with Emotional Intelligence
Overview/Description: Any organization, regardless of its size, industry or location, is made up of people – people who interact on a daily basis, and not always without incident. Developing emotional intelligence within the organization is a key factor in ensuring that these relationships run smoothly. This is especially true of leaders, who must provide an example of how to behave in group settings. In this course, you'll learn how building emotional intelligence, or EQ, can improve team or group interactions. You'll also explore the role of emotional IQ in workplace activities, conflict and stress management, as well as employee influence and engagement.

Target Audience: Anyone who wants to advance their aptitude for emotional intelligence
Course Duration: 26 min
Assets:
Title: Dealing with Stress and Conflict Worksheet
Asset Type: Job Aid

ACTIVE LISTENING
COMPETENCY TRACK

Listening Even When It's Difficult to Listen

Overview/Description: Successful people are generally excellent listeners. They're able to give others their full attention so that they can understand their needs and ask the right questions, even in difficult or stressful situation. They can also use their listening skills effectively to communicate their own goals and to build strong relationships with others. In this course, you'll earn common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to actively listening. You'll also learn how being receptive to what others are saying can go a long way to breaking down the barriers to clear communication.

Target Audience: Individuals who want to develop or improve their skills for listening effectively within the workplace
Course Duration: 32 min
Assets:
Title: Understanding Your Roadblocks
Asset Type: Job Aid

Using Active Listening in Workplace Situations

Overview/Description: Active listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener.

Target Audience: Individuals who want to develop or improve their skills for listening effectively within the workplace
Course Duration: 34 min
Assets:
Title: Listening effectively in Negotiations
Asset Type: Job Aid

DIVERSITY ON THE JOB

COMPETENCY TRACK

Bridging the Diversity Gap

Overview/Description: Without a diverse workforce, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within that organization who carry out the mission of the organization. To get the most innovative solutions from the individuals in your business, you need to create a workplace that embraces inclusion and avoids bias and stereotyping. This course focuses on what diversity is and how to leverage the diversity within the organization. You'll also explore the barriers, such as unconscious bias, that must be overcome to create a diversified and inclusive working environment.

Target Audience: Individuals who have an interest in diversity in the workplace
Course Duration: 27 min
Assets:
Title: Barriers to Diversity
Asset Type: Job Aid

Your Role in Workplace Diversity

Overview/Description: To understand and appreciate diversity in the workplace, you must develop a deep understanding of yourself, as well as any unconscious bias you may have. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly and leverage the diversity that exists within an inclusive organization. In this course, you'll explore how to become aware of your attitudes toward diversity, understand the source of any cultural bias you may have, and increase your acceptance of diverse cultures, people, and ideas. You'll also discover how to become an advocate for diversity and inclusion within the workplace.

Target Audience: Individuals who want to develop or improve their skills for listening effectively within the workplace
Course Duration: 30 min
Assets:
Title: Becoming a Diversity Advocate
Asset Type: Job Aid

How Culture Impacts Communication

Overview/Description: With so much business happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging. In this course you'll learn about the importance of achieving a proper mindset for cross-cultural communication. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll learn also considerations for speaking and writing in cross-cultural environments.

Target Audience: Individuals who want to develop and refine their cross-cultural communication skills
Course Duration: 30 min
Assets:
Title: Low-Context and High-Context Communication
Asset Type: Job Aid

Preventing Harassment in the Global Workplace

Overview/Description: As an employee, it is important for you to act respectfully toward all your coworkers, whether they're located in the next office or on the other side of the globe. This course explains the benefits to everyone of supporting a respectful workplace and illustrates basic principles for promoting professional interaction in the workplace.

Target Audience: All employees
Course Duration: 28 min
Assets:
Title: Principles for Demonstrating Respect
Asset Type: Job Aid

EMBRACING DIVERSITY

COMPETENCY TRACK

Global Diversity

Overview/Description: The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures ethnicities, beliefs and languages. But not all organizations have the strategic foresight to tap in to the wealth of human capital available to them. Even when there is commitment from leadership, inclusion and diversity goals don't always make it through the workplace. To leverage the full potential of the workforce, it's important for organizations, managers and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly. In this course, you'll learn about the characteristics of inclusive workplaces and the benefits of supporting diversity. You'll discover the challenges and barriers to inclusion in the workplace, and learn about recognizing discrimination and bullying. You'll also cover workplace inclusion and accommodation practices, including strategies for promoting inclusion, and how inclusion policies and procedures support employees.

Target Audience: Managers and employees
Course Duration: 31 min
Assets:

Title:	**Asset Type:**
Characteristics of Bullying	Job Aid
Promoting Workplace Inclusion and Accommodation	Skillbrief
Challenges and Obstacles to Workplace Inclusion	Skillbrief
Inclusive Practices in the Workplace	Skillbrief

Leading Diversity

Overview/Description: Diversity is a fact of life in the modern marketplace and workforce. In this course, you'll learn skills to help you manage and leverage diversity for the benefit of the organization.

Target Audience: All employees
Course Duration: 37 min
Assets:

Title:	**Asset Type:**
Diversity Management Practices Application	Guide
Diversity Management Practices	Slides
Diversity Preconditions Discussion	Slides
Personal Awareness Discussion	Guide
Personal Awareness	Slides
Diversity Trends Facilitation	Guide
Diversity Trends	Slides
Leading Diversity	Skillbrief

Promoting Diversity and Avoiding Discrimination

Overview/Description: The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures ethnicities, beliefs and languages. Leverage the full potential of the workforce, it's important for organizations, managers, and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly.

Target Audience: All employees
Course Duration: 6 min

Cultivating Relationships with Our Peers

Overview/Description: Developing and maintaining relationships with peers at work can lead to success for both you as an individual, and within your organization. Networking skills and building supportive peer relationships can provide you with a wide variety of experiences, expertise, and institutional knowledge. Whether your exploring executive networking, professional networking, or just general business networking, this course explains how to identify the people in your organization who are important in helping you reach your goals. You'll learn the skills that maintain solid, mutually beneficial relationships so you can advance your career.

Target Audience: People who want to develop effective relationships throughout their organization
Course Duration: 21 min
Assets:
Title: Methods for Building Strategic Peer Relationships
Asset Type: Job Aid

Acting with Diplomacy and Tact

Overview/Description: People who communicate with diplomacy and tact are able to inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to successful outcomes. In this course, you'll learn about developing a diplomatic approach to difficult conversations. You'll learn to avoid meltdowns, apologize develop empathy, and remove personal biases.

Target Audience: Individuals who want to improve their ability to communicate in a more diplomatic and tactful manner
Course Duration: 36 min
Assets:
Title: When you need to apologize
Asset Type: Job Aid

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