



It's not always egregious, headline-grabbing problems that affect an organization's bottom line. Today's most successful organizations know that working through more subtle **Diversity and Inclusion** issues is key to reaching their full potential.

In Civil Treatment®: Building an Inclusive Workplace, your organization's leaders will be equipped with skills to build highly inclusive teams and leverage peoples' differences to maximize results.

This training program underscores the business imperatives for leveraging the cultural backgrounds, personal characteristics, and unique experiences of all employees to truly promote and benefit from an inclusive workplace.

### Course Learning Points:

- > Demonstrates to participants how their organization's unique values and business goals can be achieved by having diverse, inclusive teams
- > Personalizes the concepts by having participants drive the discussion of the benefits derived from our differences
- > Engages participants in exploring ways to resolve conflict stemming from diversity and inclusion issues and offers opportunities for scenario-based skill practice
- > Uses engaging videos and interactive exercises to promote sharing of ideas among participants
- > Provides practical tools and models to reinforce the concepts

For more information about ELI® Learning Solutions, contact your client representative at (800) 497-7654 or visit [eliinc.com](http://eliinc.com)



### INSTRUCTOR-LED TRAINING

For Leaders

APPROXIMATELY  
3 HOURS

### Topics Covered:

- What is **Diversity and Inclusion**
- The business case for diverse teams and creating an inclusive culture
- Impacts and examples of non-inclusive behavior
- What is **Unconscious Bias**
- Steps for mitigating negative impacts of unconscious bias in decision-making
- Making and communicating business decisions fairly
- Creating a welcoming and inclusive environment
- Speaking up in a positive manner to resolve Diversity and Inclusion issues
- Duty to Act: the importance of taking action to effectively address non-inclusive behavior
  - Specific examples featured:
    - » Multigenerational issues
    - » Racial bias
    - » Sexual orientation/gender identity/gender expression/transgender
- ELI behavioral models incorporated:
  - » CT Leader Actions™
  - » The Welcome Model®





## Module Overviews



**INSTRUCTOR-LED TRAINING**  
For Leaders

**APPROXIMATELY 3 HOURS**



**"Would you look at those two?"**

### Learning Points

- Leaders can achieve better business results by minimizing divisive behaviors and maximizing the benefits of our differences.
- Non-inclusive behavior can have a negative business impact on the organization.
- Managers should create a positive work environment for all employees by finding common ground among the different generations and avoiding stereotypical assumptions.

### Topics

*Diversity and Inclusion, CT Leader Actions™, Non-Inclusive Behavior, Creating an Inclusive Workplace Culture, Multigenerational Issues*

**40**  
minutes



**"It doesn't seem like a good fit."**

### Learning Points

- Unconscious bias can influence business decisions in a way that may harm the organization and its business results.
- Managers must be aware of their own tendencies to make assumptions and take the time to make thoughtful, fair decisions.

### Topics

*Unconscious Bias, Business Decisions, The Welcome Model®*

**45**  
minutes



**"Just deal with it."**

### Learning Points

- Racial bias, or the perception of racial bias, can have a negative impact on the organization and result in long-term business harm.
- Managers have a Duty to Act when they become aware of conduct suggesting a violation of organizational policy, safety regulations, or the law.
- Creating an environment where employees are comfortable sharing their concerns is crucial to the organization's success.

### Topics

*Racial Bias, Duty to Act, Creating a Welcoming Environment*

**30**  
minutes



**"I've heard he's one of the best."**

### Learning Point

- Inappropriate treatment based on sexual orientation or gender identity/expression is unacceptable.

### Topics

*Sexual Orientation, Gender Identity, Gender Expression, Transgender*

**25**  
minutes



**"Catch the game last night?"**

### Learning Points

- Unconscious bias can influence behaviors in a way that negatively impacts working relationships with co-workers and others, and that ultimately harms the organization and its business results.
- Everyone should be encouraged to speak up about behaviors that may be offensive, even if the person committing the behavior doesn't realize it's offensive.
- A lack of diversity and inclusion can lead to a number of harmful business impacts, while a focus on diversity and inclusion can lead to a number of positive business drivers.

### Topics

*Unconscious Bias, Speaking Up in a Positive Manner to Resolve Diversity and Inclusion Issues, Uncivil Behavior Triangle*

**45**  
minutes

