

Civil Treatment®

Building an Inclusive Workplace
FOR EMPLOYEES



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.

Using ELI's proven methodology and a series of interactive exercises, videos, and discussions, Civil Treatment®: Building an Inclusive Workplace for Employees helps build the business case for diversity and inclusion based on participants' individual experiences and goals. Participants will explore several scenarios and apply skills for building an environment where everyone's ideas and perspectives are welcome.

The course is anchored in the organization's values and positive business and personal outcomes. Specific tools and models will be provided that will help employees maintain diverse, inclusive workplaces long after the course has ended.

Course Learning Points:

- > Provides a behavioral model that underscores and encourages effective teamwork and inclusion
- > Shows participants how to recognize and mitigate behaviors around unconscious bias
- > Personalizes the concepts by having participants drive the discussion of the benefits derived from our differences
- > Provides participants with a conversation model for effectively speaking up about issues to a co-worker or manager and for receiving feedback when someone speaks up to them



**INSTRUCTOR-LED
TRAINING**
For Employees

**APPROXIMATELY
2 HRS, 45 MIN**

Topics Covered:

- *What is* **Diversity and Inclusion**
- How diversity and inclusion benefit both the organization and individual team members
- Impacts and examples of non-inclusive behavior
- *What is* **Unconscious Bias**
- Speaking up to and receiving feedback from team members in a positive manner to resolve Diversity and Inclusion issues
- ELI behavioral models incorporated:
 - >> Inclusive Workplace Guidelines
 - >> POINT Feedback Model

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

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Module Overviews



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2 HRS, 45 MIN**



“Would you look at those two?”

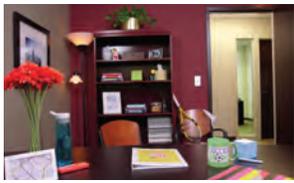
Learning Points

- Non-inclusive behavior can have a negative business impact on personal goals and organizational goals.
- Employees should contribute to a positive work environment by finding common ground with co-workers and avoiding stereotypical assumptions.

Topics

Diversity and inclusion, Inclusive Workplace Guidelines, Non-inclusive behavior, Uncivil Behavior Triangle

**35
minutes**



“It doesn’t seem like a good fit.”

Learning Points

- Unconscious bias can influence behaviors in a way that may harm a team’s ability to be its most successful.
- Employees should be aware of their own biases and make a conscious effort to change their behavior.

Topics

Unconscious bias, Self-analysis tool, Preventing negative effects of unconscious bias

**30
minutes**



“What’s her deal?”

Learning Points

- Employees should be inclusive of all co-workers, including those with disabilities.
- Employees should model the organization’s values by refraining from making negative or derogatory comments about a person’s known or possible disability.
- Employees should speak up to their manager if they witness behavior that contributes to a non-inclusive team.

Topics

Inclusion for co-workers with disabilities, Tips for contributing to an inclusive environment

**25
minutes**



“I can do better than that.”

Learning Points

- Inappropriate treatment based on sexual orientation or gender identity/expression is unacceptable.
- Be inclusive of all team members, regardless of their sexual orientation, gender identity, gender expression, or transgender status.
- If you witness inappropriate behavior based on sexual orientation, gender identity/expression, etc., speak up to the offender or to a manager.

Topics

Sexual orientation, Gender identity, Gender expression, Transgender

**30
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, The POINT Feedback Model

**45
minutes**

