

Civil Treatment®

Building an Inclusive Workplace

FOR EMPLOYEES

Instructor-Led Training Module Overview



**INSTRUCTOR-LED
TRAINING**
Approximately
3 hours

Today's most successful organizations know that addressing **Diversity and Inclusion** issues is a business necessity in today's turbulent times and the 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 behavior-based and 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.

The course covers topics relevant to today's workplace, such as unconscious bias, racial bias, sexual orientation, gender identity, and more.

“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
- Multigenerational issues

Approximately 35-minute module



“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

Approximately 30-minute module



“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

Approximately 25-minute module

“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

Approximately 25-minute module



“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

Approximately 45-minute module

