

Civil Treatment®

# Building an Inclusive Workplace

FOR LEADERS

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.

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

This behavior-based training program addresses today's issues and 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.

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

- 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

*Approximately 40-minute module*



## “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®

*Approximately 45-minute module*



## “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

*Approximately 30-minute module*



## “I’VE HEARD HE’S ONE OF THE BEST.”

### LEARNING POINTS

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

### 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
- Uncivil Behavior Triangle

*Approximately 45-minute module*

