

Civil Treatment® Workplace

# Inclusion NOW

## FOR LEADERS

Virtual Instructor-Led Training  
Module Overview



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® Workplace: Inclusion NOW, your organization’s leaders will be equipped with tools 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, bystander intervention, allyship, and having inclusion conversations.



**VIRTUAL  
INSTRUCTOR-LED  
TRAINING**  
Approximately  
2.5 hours

## INTRODUCTION

### LEARNING POINTS

- A diverse and inclusive workplace is one that recognizes the value that each employee brings and promotes innovation by encouraging a wide range of perspectives and ideas.
- 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.
- Leaders should create a positive work environment for all employees by finding common ground among different groups and avoiding stereotypical assumptions.



### TOPICS

- Business case for inclusion
- Defining diversity, inclusion, and equity
- Uncivil Behavior Triangle
- Civil Treatment® Foundations

*Approximately 30-minute module*

## LET ME SEE...

### LEARNING POINTS

- Unconscious bias can influence business decisions in a way that may harm the organization and its business results.
- Leaders must be aware of their own tendencies to make assumptions and take the time to make thoughtful, fair decisions.
- Inclusiveness is the result of deliberate, proactive effort.
- Encouraging people to share concerns and responding to those concerns thoughtfully and with accountability promotes trust and inclusion.

### TOPICS

- Unconscious bias
- Inclusive conversations
- Unconscious Bias Self-Analysis Tool
- JustTalk Model™

*Approximately 40-minute module*



## CATCH THE GAME?

### 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

- Bystanders and allies
- Practicing inclusive conversations

*Approximately 35-minute module*



## HAVE A MINUTE?

### LEARNING POINTS

- Inclusive conversations become easier the more they are practiced.
- Leaders need to be prepared to hear feedback and act on it respectfully and accountably.
- Achieving our best results requires that, as leaders, we demonstrate behaving in a manner consistent with our values.
- Leaders must be prepared to coach and mentor others on ways to be more inclusive and align behaviors with organizational values.

### TOPICS

- Practicing inclusive conversations

*Approximately 25-minute module*

## CONCLUSION: ACTING FOR INCLUSION NOW

### LEARNING POINTS

- Leaders have many ways that they can continue to learn and become involved in helping to build a more inclusive workplace.
- Leaders are important role models for helping to sustain workplace D&I initiatives and demonstrating professional and inclusive behaviors.

### TOPICS

- Self-Reflection Inventory
- Action planning

*Approximately 20-minute module*