

Civil Treatment® Workplace

Inclusion NOW

FOR EMPLOYEES

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 employees will be equipped with tools to contribute to 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 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.
- Engaging team members and including them in workplace interactions help achieve better business results.
- Employees play an important role in minimizing divisive behaviors and maximizing the benefits of diversity.
- Employees should help to create a positive work environment and avoid stereotypical assumptions.
- Non-inclusive behavior can have a negative business impact on the organization.



TOPICS

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

Approximately 25-minute module

LET ME SEE...

LEARNING POINTS

- Unconscious bias can influence behaviors in a way that may harm individuals, impair teamwork, or detract from organizational results.
- Employees should 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.

TOPICS

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

Approximately 25-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
- JustTalk Model™
- Civil Treatment® Foundations

Approximately 35-minute module



HAVE A MINUTE?

LEARNING POINTS

- Inclusive conversations become easier the more they are practiced.
- Employees should strive to be inclusive of all team members and avoid making disrespectful or divisive comments about each other.
- Achieving our best results requires that everyone makes a deliberate effort to behave in a manner consistent with our values.
- Employees should speak up when they experience or observe behavior that is non-inclusive.

TOPICS

- Practicing inclusive conversations
- JustTalk Model™

Approximately 25-minute module

CONCLUSION: ACTING FOR INCLUSION NOW

LEARNING POINTS

- Everyone has an opportunity beyond this class to continue to learn and become involved in helping to build a more inclusive workplace.
- One of the best ways to continue to learn and grow is to examine your own behavior.
- Accountability partners are people you identify and feel safe receiving feedback from who will support you in achieving your objectives; you may also be an accountability for someone else.

TOPICS

- Self-Reflection Inventory
- Action planning

Approximately 10-minute module