

# Civil Treatment® Workplace Inclusion NOW ESSENTIALS

## Online Module Overview



We developed ELI®'s new **Civil Treatment Workplace: Inclusion NOW Essentials** to help both leaders and employees understand their role in creating a respectful, professional environment where everyone can thrive. During this 45-minute course, participants will analyze situations in which a lack of diversity, equity, inclusion, or accessibility is causing workplace problems and will explore ways to solve them using ELI's time-tested models.



**ONLINE  
TRAINING**

**Approximately  
45 minutes**

## INTRODUCTION

### LEARNING POINTS

- When team members feel valued, are treated fairly, and are given equal resources and opportunities, the organization will achieve better business results.
- The concepts of diversity, equity, and inclusion work hand-in-hand and are equally important in the workplace.
- Different ideas, perspectives, and backgrounds create a stronger and more innovative work environment.
- Our responsibility as individuals, and especially as team members, is to ensure that our differences represent opportunities and benefits rather than challenges.

### TOPICS

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

## RESPECT

### LEARNING POINTS

- It is imperative to demonstrate respect for all people, particularly those that you feel are different from you.
- Demonstrating respect means doing your best to treat others how they would like to be treated, consistently and in line with organizational standards
- Treating team members disrespectfully creates distrust and can tarnish your reputation.
- The organization wants to create and maintain an environment where everyone can bring their authentic selves to work without fear of ridicule, rejection, or disrespect.

### TOPICS

- Defining respect
- Psychological safety
- Allyship
- Behaviors that demonstrate respect
- JustTalk Model™

## CURIOSITY

### LEARNING POINTS

- Demonstrating curiosity increases trust among colleagues, builds meaningful conversations, enables better understanding of our differences, and leads to more inclusive ways of working together.
- To demonstrate curiosity appropriately, ask questions respectfully, with an open mind, and be careful not to overstep when asking someone to share their personal stories.
- Cultural awareness leads to better communication and is an essential part of building a fair, diverse, and inclusive workplace.

### TOPICS

- Defining curiosity
- Behaviors that demonstrate curiosity
- Cultural awareness

## BELONGING

### LEARNING POINTS

- Fostering a community of belonging promotes feelings of safety, which are necessary for individual well-being and high-performing teams.
- The JustTalk Model can help you speak up to a colleague or manager if you don't feel like you belong.
- Accessibility should be a priority so that all employees can fully and independently participate in the organization.

### TOPICS

- Defining belonging and accessibility
- Behaviors that demonstrate belonging
- Attitudinal barriers to accessibility
- Hidden disabilities

## CONCLUSION

### LEARNING POINTS

- By having open, honest conversations and upholding the Civil Treatment Foundations to increase participation, collaboration, and innovation, we can have the kind of environment where everyone feels empowered to do their best work.

### TOPICS

- Course summary
- Inclusive Workplace Self-Reflection

## Civil Treatment® Workplace Inclusion NOW Essentials: EXPLORING YOUR LEADERSHIP ROLE

### LEARNING POINTS

- Welcoming concerns demonstrates trust and genuine concern for your employees and ultimately leads to a more positive, inclusive workplace for everyone.
- Being welcoming also means being open and receptive to new ideas and differences of opinion.
- Leaders must ensure that employees understand what behaviors are expected from them and help them correct their behavior when necessary.

### TOPICS

- Leadership responsibilities for being welcoming
- Leadership responsibilities for accountability
- How to lead a team discussion about diversity, equity, inclusion, and accessibility