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PHOENIX TS

Diversity and Sensitivity Training

This training teaches students skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

Course Overview

This 2-day, instructor-led training is for any employee who wishes to improve diversity knowledge and sensitivity to be proactive and remove barriers. This training will address:

- Understanding diversity
- Understanding stereotypes
- Breaking down the barriers
- Verbal and communication skills
- Non-verbal communication skills
- Being proactive
- Coping with discrimination
- Dealing with diversity complaints as a person, a manager, and an organization

Course Objectives

At the conclusion of this class, students will be able to do the following:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Understand the importance of body language, both your own, and that of others, and recognize its importance in interpersonal communications



- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action
- Identify the process an organization must follow to receive and respond to a complaint, and then creating mechanisms to prevent or reduce repeat situations.

Course Outline

Understanding Diversity

- Related Terms and Concepts
- A Brief History

Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding what this means

Breaking Down Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social

Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others



- It's Not What You Say, It's How You Say It

Being Proactive

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

Coping with Discrimination

- Identifying If You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

Dealing with Diversity Complaints as a Person

- What to do If You're Involved in a Complaint
- Understanding Your Role
- Creating a Support System

Dealing with Diversity Complaints as a Manager

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

Dealing with Diversity Complaints as an Organization

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

What does a Positive Workplace Look Like

- Characteristics of a Positive Work Environment



What I Can Do

- As an Employee
- As a Leader

Team Player

- Team Member Roles and Responsibilities

Effective Workplace Relationships

- Teams
- Working Cooperatively
- Managing Conflict
- Self-Assessment
- Preventing Problems
- Dealing with Problems
- Meeting Management



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Diversity and Sensitivity Training**

- 2 days instructor-led training
- Diversity and Sensitivity Training training book
- Notepad, pen and highlighter



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- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*