301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

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.

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS' 2-day, instructor-led Diversity, and Sensitivity course is for federal employees who wish to learn more about diversity, discrimination, and EEO policies within the federal workplace. 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, and Dealing with discrimination complaints.

- 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

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to

discuss hosting a private class at 301-258-8200.

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

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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

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$1,095**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

GSA

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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
- 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*