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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.

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## 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

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Starting at **\$1,098**

### **ATTENTION**

For GSA pricing or Contractor quotes call  
[240.667.7757](tel:240.667.7757)



### 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\*