

# Workplace Diversity Workshop

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community.

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

## Workshop Objectives:

- 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
- 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



For more information or to reserve your spot in this workshop, please contact:

Joseph (J.J.) Frazier  
President  
Mastering the Positive, LLC  
Phone: (757) 962-7073  
Mobile: (757) 952-8340  
Visit: [www.masteringthepositive.com](http://www.masteringthepositive.com)  
Email: [jfraziers@cox.net](mailto:jfraziers@cox.net)



## CLASS CONTENT

### **Session One: Getting Started**

Workshop Objectives

### **Session Two: Understanding Diversity**

Related Terms and Concepts

A Brief History

A Legal Overview

### **Session Three: Understanding Stereotypes**

Stereotypes vs. Biases

Identifying Your Baggage

Understanding What This Means

### **Session Four: Breaking Down the Barriers**

Changing Your Personal Approach

Encouraging Workplace Changes

Encouraging Social Changes

### **Session Five: Verbal Communication Skills**

Listening and Hearing; They Aren't the Same Thing

Asking Questions

Communicating With Power

### **Session Six: Non-Verbal Communication Skills**

Body Language

The Signals You Send to Others

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

### **Session Seven: Being Proactive**

Encouraging Diversity in the Workplace

Preventing Discrimination

Ways to Discourage Discrimination

### **Session Eight: Coping with Discrimination**

Identifying If You Have Been Discriminated Against

Methods of Reprisal

Choosing a Course of Action

### **Session Nine: Dealing with Diversity Complaints as a Person**

What to Do If You're involved in a Complaint?

Understanding Your Role

Creating a Support System

### **Session Ten: Dealing with Diversity Complaints as a Manager**

Recording the Complaint

Identifying Appropriate Actions

Choosing a Path

### **Session Eleven: Dealing with Diversity Complaints as an Organization**

Receiving a Complaint

Choosing a Response

Learning from the Complaint

### **Session Twelve: Wrapping Up**

Words from the Wise