

Insights into Diversity – Half Day Session



Diversity teaches us to recognize, understand, and accept the differences in opinions, beliefs, and values each of us brings to the workplace. ***The key to benefiting from diversity is in finding ways to learn from those differences and grow beyond our individual boundaries.***

This program is oriented toward fostering respect for coworkers as individuals, rather than toward treatment of coworkers as members of a category.

In ***Insights into Diversity***, you'll learn about the cultural continuum--the effect of value differences, subtle variations in everything from smiles and eye contact to space and touching, and the new rules of business etiquette for old standards like handshakes and greetings and pats on the back.

Objectives:

- Understand the difference between perception and behavior.
- Develop awareness of how verbal and nonverbal communication is interpreted by members of different genders, races, and cultures.
- Define and understand traditional gender-, race- and culture-based differences.
- Develop awareness of business etiquette.
- Identify and understand the effects of differences in nonverbal communication.
- Practice methods for effectively presenting information to those of different races, genders, and cultures.

Participants are encouraged to contribute their views and perspectives, giving examples of when they observed these differences in themselves and others, and how it impacts their image, self-esteem, working relationships, office politics, and their lives in general.

Outline:

Introduction

- First Impressions
- What you can take away to use from this program
- What kind of issues might arise for you in this program
- Diversity vs. Conersity

Values, Perception, and Behavior

- Behavior vs. Perception
- How our values effect our perceptions, behaviors and decisions
- Value Congruency
- Value Decision Making

The Big Picture

- The Cultural Continuum
- The Power Differential
- The Way We Were Raised

"Can We Talk"...As Equals?

- Listening mode differences
- Speaking mode differences
- Jokes and Innuendo
- Disproving Stereotypes

Personal Commitment

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