

## Diversity & Inclusion

### **UNDERSTANDING DIVERSITY & INCLUSION**

#### Learning Objectives

- Create a mutual understanding of what diversity and inclusion mean at your workplace and how to distinguish these two concepts
- Assess behaviours and systems that may influence employee experience and assess where you currently fall on the Diversity and Competency Spectrum

#### Learning Outcomes

- By the end of this module, trainees will be better equipped to understand the importance of diversity and inclusion and how to distinguish between these two concepts. They will be more aware of current behaviours and system that are influencing their work and other team members' experience

### **AVOIDING UNCONSCIOUS BIAS & MICROAGGRESSION**

#### Learning Objectives

- Identify the perceptual and psychological processes that impact the way that individuals interact with people who are demographically & intellectually dissimilar from them.
- Examine the psychological processes that impact conversations and decision making within organizations

#### Learning Outcomes

- By the end of this module, trainees will be equipped with frameworks that will help them recognize their own unconscious bias and how it affects their perception and their interactions. They will also be equipped with the steps on how to overcome their biases in conversations and decision making

## **LISTENING ACTIVELY & EMPATHETICALLY**

### Learning Objectives

- Develop the skills to listen to effectively obtain objective information, to fully understand and to learn from a diverse group of individuals
- Develop the skills to have a structured listening and questioning technique that allows you to develop stronger understanding of what is being conveyed, both intellectually and emotionally within a diverse environment

### Learning Outcomes

- By the end of this module, the trainee will learn to identify their needs and gaps within their own listening skills with a diverse group of people. They will also be equipped with steps on how to develop the essential listening skills to understand what is being conveyed objectively and effectively

## **OPTIMIZING DIVERSITY & INCLUSIVITY**

### Learning Objectives

- Assess the impact of current system and structure of the workplace on creating a diverse and inclusive climate
- Explore methods to leverage diversity and inclusivity in a workplace while creating a psychologically safe environment

### Learning Outcomes

- By the end of this module, the trainee will be equipped with different techniques in order to cultivate diversity and inclusion within their team to increase engagement