



Diversity, Equity, and Inclusion

GLOBAL COURSEWARE

Getting Started

The world is diverse; it is made up of people who have different backgrounds, traditions, and beliefs.

With strong team commitment and courage, we can create a sense of belonging for *everyone*.

Workshop Objectives



- Define diversity, equity, and inclusion
- Explore the dimensions of diversity
- Determine effective communication strategies
- Identify the components of inclusive leadership



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Diversity is about all of us and about us having to figure out how to walk through this world together.

Jacqueline Woodson

MODULE TWO

Introduction to Diversity, Equity, and Inclusion

Diversity, equity, and inclusion (DEI) embraces people from every walk of life. It recognizes the value of diverse voices and inclusivity as key factors of success.



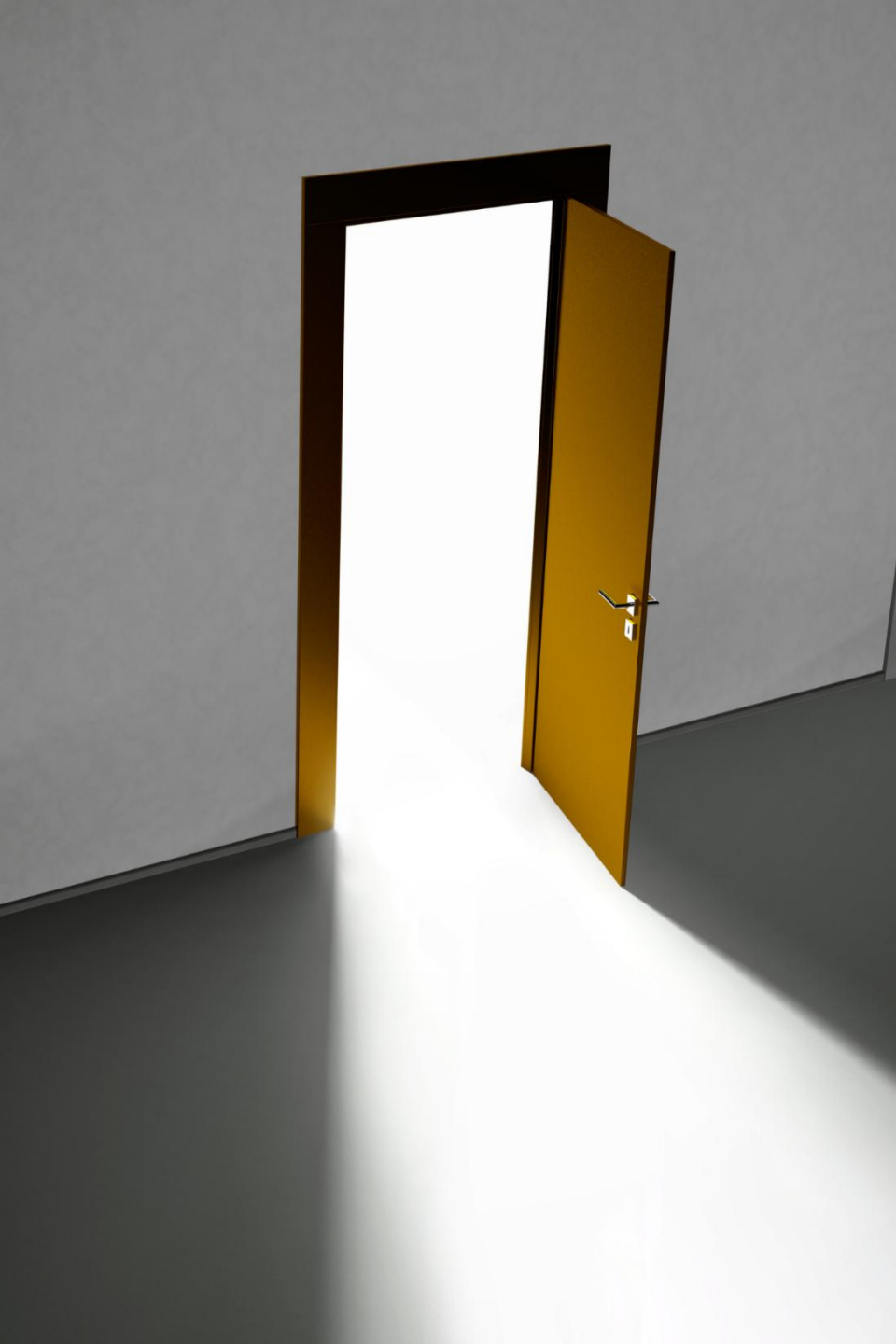
Defining Diversity, Equity, and Inclusion

Since diversity, equity, and inclusion all represent a different type of change, it's valuable to look at each term individually.

Classifications of Diversity

- Internal Diversity
- External Diversity
- Organizational Diversity
- Worldview Diversity





Components of Inclusion

Access to resources

Feeling valued and accepted

A collaborative environment

Having a sense of belonging

Role of DEI in Organizations

- An increase of fairness
- Higher levels of creativity and innovation
- New and fresh perspectives





Equity vs. Equality

Equality displays a 'one size fits all' system, which is only effective if everyone has the same needs, and are starting at the same point.

Practical Illustration



- Defining Diversity, Equity, and Inclusion
- Classifications of Diversity
- Components of Inclusion
- Role of DEI in Organizations
- Equity vs. Equality

Module Two: Review Questions

1. What does DEI stand for?

A. Differences, equality, and inclusivity

B. Diversity, equity, and inclusion

C. Diversity, equality, and interactions

D. Divided, equity, and inclusion

Module Two: Review Questions

2. Which of the following is *not* a defining aspect for equity?

A. Creating fair access and respectful treatment

B. People are treated according to individual needs

C. Everyone is treated the same

D. It is a process that can result in equality

Module Two: Review Questions

3. Which of the following is *not* one of the four classifications of diversity?

A. Organizational diversity

B. Internal diversity

C. Worldview diversity

D. Differential diversity

Module Two: Review Questions

4. What is internal diversity?

A. Characteristics and traits are the ones that an individual is born with, and part of the inner self

B. Characteristics that an individual is able to change over time through external action

C. Characteristics are related to an individual's role in a workplace, and what distinguishes them from other employees

D. Characteristics or perspectives that are shaped the changes in the world and an individual's experiences

Module Two: Review Questions

5. What is another name for organizational diversity?

A. Internal diversity

B. Worldview diversity

C. Functional diversity

D. Dysfunctional diversity

Module Two: Review Questions

6. Which of the following is a component that will help to build a foundation of inclusion?

A. Having a voice

B. Learning and developing

C. Access to resources

D. All of the above

Module Two: Review Questions

7. The changes related to embracing diversity, equity, and inclusion will significantly _____ an organization.

A. Hinder

B. Damage

C. Weaken

D. Improve

Module Two: Review Questions

8. Which of the following is *not* a benefit of embracing DEI in an organization?

A. Deeper trust and commitment

B. Higher employee turnover rates

C. Better hiring processes

D. Better decision making

Module Two: Review Questions

9. Equity and equality can be used interchangeably.

A. True

B. False

Module Two: Review Questions

10. What is equality?

A. Providing the same resources and levels of opportunity to everyone

B. Recognizing that every individual has different needs based on their circumstances

C. Ensuring a safe space of belonging, support, and respect

D. The ways in which individuals are different, both visibly and invisibly

A black and white photograph of a sparkler, with bright sparks and light trails radiating from the bottom left towards the top left, set against a dark background.

“

Diversity is one true thing that we have in common. Celebrate it every day.

Winston Churchill

MODULE THREE

Dimensions of Diversity (I)

Our diverse world is made up of many values, cultures, and ways of interacting with others. Workplace diversity recognizes and values differences.



Racial Diversity

Using the appropriate rewards will improve motivation and help prevent procrastination.

Ethnic Diversity

Ethnicity can be broadened and adopted, and may include religion, language, dress, and nationality.





Ability Diversity

Disability can come in many shapes and forms, including physical, sensory, mental, and behavioral.

Gender Diversity

Gender diversity is the fair representation of people who belong to different gender groups.





Age Diversity

Every generation has their own unique perspectives, working styles, and preferences that are shaped from the world in which they grew up.

Practical Illustration



- Racial Diversity
- Ethnic Diversity
- Ability Diversity
- Gender Diversity
- Age Diversity

Module Three: Review Questions

1. What is racial diversity?

A. The differences in ability and varying types of disabilities

B. The learned behaviors and an individual's cultural identity

C. The acknowledgment, as well as celebration of differences in race, or shared physical and social traits

D. Segregating employees in the workplace based on race

Module Three: Review Questions

2. Which of the following is considered an act of racial discrimination?

A. The preference of one particular race for promotions or hiring over another

B. Recruiting prospective employees from different racial backgrounds

C. Not hiring a candidate because they are lacking the qualifications

D. Misunderstanding an individual with a strong accent

Module Three: Review Questions

3. Ethnicity and race carry the same meaning and may be used interchangeably.

A. True

B. False

Module Three: Review Questions

4. Which of the following is ethnicity *not* based on?

A. Learned behaviors

B. An individual's cultural identity

C. Physical or biological factors

D. Language, dress, and nationality

Module Three: Review Questions

5. To promote ethnic diversity, it is critical to commit to improving _____.

A. Cultural awareness

B. Time management

C. Sales

D. Gender expression

Module Three: Review Questions

6. Disability can come in many shapes and forms, including which of the following?

A. Physical

B. Mental

C. Sensory

D. All of the above

Module Three: Review Questions

7. What is gender diversity?

A. The implementation of the gender pay gap

B. The fair representation of people who belong to different gender groups

C. An individual's physical or emotional attraction to another person

D. Prejudice or discrimination that is based on sex or gender

Module Three: Review Questions

8. What is sexism?

A. Placing higher value on one gender over another

B. Hiring employees at a balanced rate

C. Having diverse groups will help to provide multiple perspectives

D. Ensuring every employee is equally paid and appreciated

Module Three: Review Questions

9. Why is age diversity important in the workplace?

A. There is stronger problem solving and decision making

B. Older employees have vast experience, younger employees are able to bring in fresh ideas

C. Every generation has unique ideas and perspectives to bring forward

D. All of the above

Module Three: Review Questions

10. Which of the following is *not* an example of ageism?

A. Age-specific comments or insults

B. Asking an older employee with vast experience for help

C. An unequal distribution of benefits

D. Giving younger employees bigger projects and opportunities



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We need diversity of thought in the world to face new challenges.

Tim Berners-Lee

MODULE FOUR

Dimensions of Diversity (II)

Diversity gives the team access to new ideas and unique perspectives that will help to improve overall operations.



Religious Diversity

There are many religions and spiritual beliefs that people follow and belong to throughout the world.

Sexual Orientation

To create a culture of inclusivity, it's essential to consider the diversity of sexual orientation.





Cultural Diversity

Cultural diversity is the existence, acknowledgment, and celebration of various cultural and ethnic groups.

Socioeconomic Diversity

Socioeconomic diversity will encourage conversations and learning experiences amongst the team.





Parental and Marital Status

Lifestyle diversity, such as parental and marital status, are very common in most organizations.

Practical Illustration



- Religious Diversity
- Sexual Orientation
- Cultural Diversity
- Socioeconomic Diversity
- Parental and Marital Status

Module Four: Review Questions

1. What is religious diversity?

A. The presence of differences in religions, beliefs, and practices

B. The acknowledgment, as well as celebration of differences in race, or shared physical and social traits

C. The existence, acknowledgment, and celebration of various cultural and ethnic groups

D. The differences of people's backgrounds, income levels, social class or standings, and education

Module Four: Review Questions

2. Religion is always visible.

A. True

B. False

Module Four: Review Questions

3. _____ refers to the emotional and physical attraction towards another person or sex, as well as an overall sense of identity based on this particular attraction.

A. Gender identity

B. Sex diversity

C. Sexual orientation

D. Gender diversity

Module Four: Review Questions

4. What does it mean to be asexual?

A. Having an attraction (emotional, sexual, romantic) for people of the same or opposite sex

B. Lacking an attraction (emotional, sexual, romantic) towards others

C. Having an attraction (emotional, sexual, romantic) towards any human being, focusing on qualities and personalities

D. Having an attraction (emotional, sexual, romantic) for people of the opposite sex

Module Four: Review Questions

5. What does it mean to be pansexual?

A. Having an attraction (emotional, sexual, romantic) towards any human being, focusing on qualities and personalities

B. Having an attraction (emotional, sexual, romantic) for people of the same or opposite sex

C. Having an attraction (emotional, sexual, romantic) for people of the opposite sex

D. Having an attraction (emotional, sexual, romantic) for people of the same sex

Module Four: Review Questions

6. _____ diversity is the existence, acknowledgment, and celebration of various cultural and ethnic groups.

A. Religious

B. Gender

C. Cultural

D. Socioeconomic

Module Four: Review Questions

7. What is the definition of multiculturalism?

A. The signification of strength and solidarity for a community that is fighting for equality

B. Recruiting prospective employees from different racial backgrounds

C. The support of, or presence of multiple cultural groups in the same social or geographical space

D. The preference of one particular race for promotions or hiring over another

Module Four: Review Questions

8. How can socioeconomic diversity benefit the workplace?

A. It will encourage conversations and learning experiences amongst the team

B. It will increase innovation and help to reach a wider range of audiences

C. It provides different attitudes and ideas towards various factors of life

D. All of the above

Module Four: Review Questions

9. What is the name of marital or parental discrimination?

A. Home discrimination

B. Familial discrimination

C. Ability discrimination

D. Sexism

Module Four: Review Questions

10. What constitutes pregnancy discrimination?

A. Discrimination on the basis of pregnancy

B. Discrimination on the basis of childbirth

C. Discrimination on the basis of any medical condition related to pregnancy

D. All of the above



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*Every individual matters. Every individual has a role to play.
Every individual makes a difference.*

Jane Goodall

MODULE FIVE

Breaking Down Social Biases

Biases may be conscious or unconscious, in which the most extreme forms can lead to harassment, discrimination, or violence.



Unconscious Bias

Conformity
bias

Halo effect

Ageism

Gender
bias

Affinity
bias

Stereotypes

A stereotype is a belief about a certain social group that leads to social categorization.





Prejudice

Prejudice is the negative attitude and opinion that emerges from stereotypes.

Discrimination

A workplace that is lacking diversity, equity, and inclusion is likely to have discrimination on some level.



Harassment



Sexual harassment

Verbal harassment

Physical
harassment

Practical Illustration



- Unconscious Bias
- Stereotypes
- Prejudice
- Discrimination
- Harassment

Module Five: Review Questions

1. What is another name for an unconscious bias?

A. Stereotyping

B. Hindsight bias

C. Explicit bias

D. Implicit bias

Module Five: Review Questions

2. What is a halo effect?

A. Discrimination against another individual because of their age

B. The favoring of one gender over another, or prejudice against a particular gender

C. Having a positive impression on someone, based from one particular attribute

D. Favoring people who share things in common, such as experience, interests, and backgrounds

Module Five: Review Questions

3. The belief about a certain social group that leads to social categorization is called a _____.

A. Stereotyping

B. Microaggression

C. Label

D. None of the above

Module Five: Review Questions

4. It is possible for stereotypes to be unlearned.

A. True

B. False

Module Five: Review Questions

5. What is the definition of a prejudice?

A. A belief about a certain social group that leads to social categorization

B. An attitude or opinion that is not based on actual experience or reasoning, but solely on assumptions

C. Preconceived notions about people or situations that are influenced by personal experiences and background

D. The prejudicial treatment of people based on their differences or specific characteristics, and can be considered a violation of one's human rights

Module Five: Review Questions

6. Prejudice is the negative attitude that emerges from _____.

A. Stereotypes

B. Unconscious bias

C. Harassment

D. Discrimination

Module Five: Review Questions

7. What is discrimination?

A. Unintentional assumptions that can have negative outcomes

B. Judging others before getting to know them on a deeper level, because of the assumption that everyone who fits into a particular group are all the same

C. Quick generalizations create harm by categorizing people into groups, based on ideas, identities, or certain characteristics presumed about that group

D. The prejudicial treatment of people based on their differences or specific characteristics, and can be considered a violation of one's human rights

Module Five: Review Questions

8. Discrimination is the unfair treatment or actions that arise from _____.

A. Stereotypes

B. Prejudice

C. Harassment

D. Collaboration

Module Five: Review Questions

9. Which of the following does *not* define harassment?

A. A form of discrimination that consists of unwanted or unpleasant behavior

B. Offensive behaviors that demean or humiliate an individual

C. A single incident, or behavior that persists over time

D. A belief about a certain social group that creates harm by categorizing people into groups, based on ideas, identities, or certain characteristics presumed about that group

Module Five: Review Questions

10. Psychological harassment may also be known as _____.

A. Emotional bullying

B. Unwelcome harassment

C. Physical bullying

D. Psychological reasoning



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Learn to enjoy and respect each other's differences.

Fred Meijer

MODULE SIX

Addressing Microaggressions

Microaggressions are among these harmful acts and they can be found *everywhere*, including the modern workplace.

Defining Microaggressions



“Where are you
actually from?”



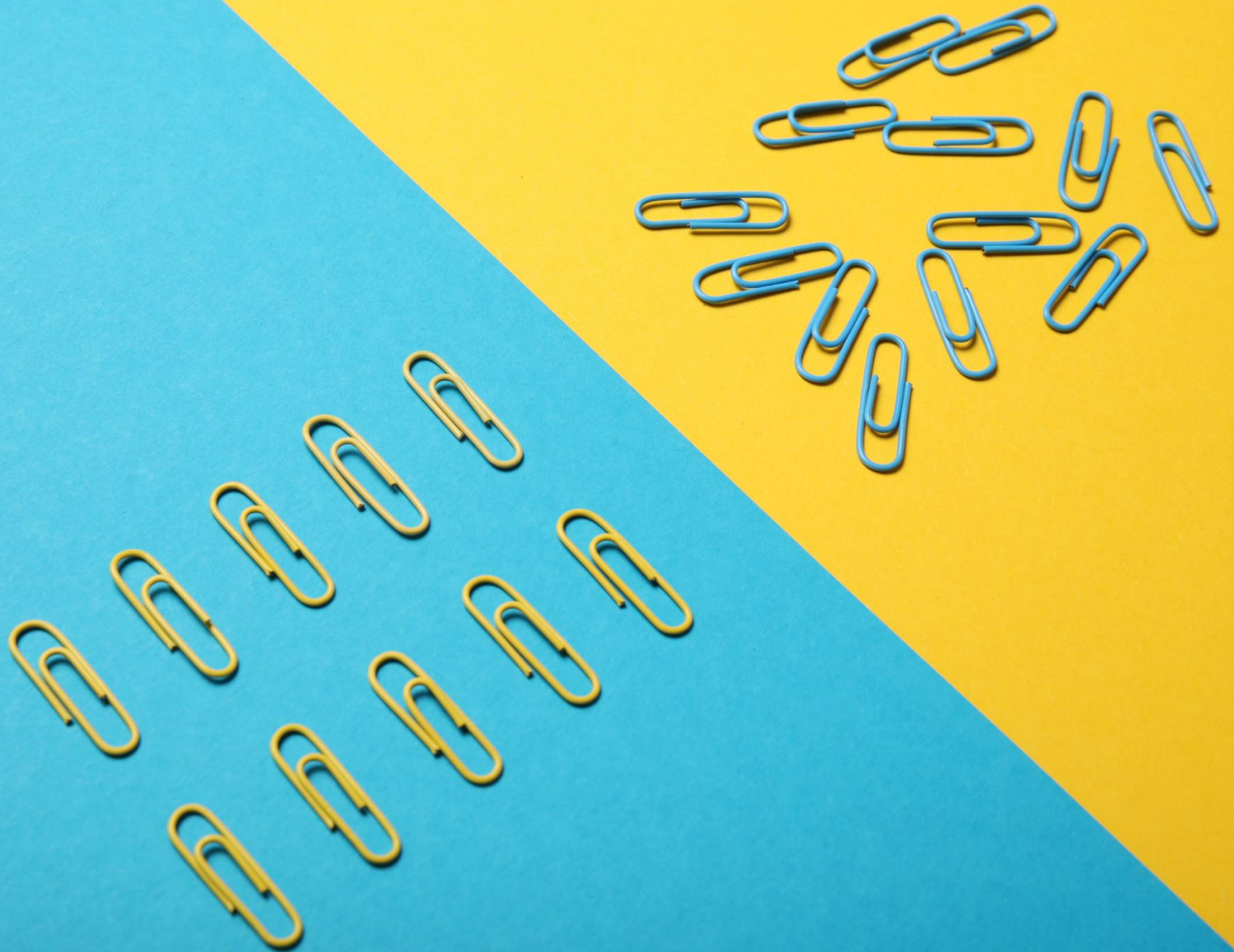
“Can I touch your
hair?”



“Your name is too
difficult to say.”

The Categories

- Verbal
- Behavioral
- Environmental





Types of Microaggressions

Microassaults

Microinsults

Microinvalidations

The Harmful Effects

Microaggressions can affect any marginalized group, creating harm and stress to the targeted individual.





Responding to Microaggressions

In order to minimize microaggressions, there are some steps that each the receiver and perpetrator can take.

Practical Illustration



- Defining Microaggressions
- The Categories
- Types of Microaggressions
- The Harmful Effects
- Responding to Microaggressions

Module Six: Review Questions

1. What is a microaggression?

A. A commitment to diversity, equity, and inclusion

B. An everyday insult, snub, or action of discrimination that negatively target a marginalized individual or group

C. The visible and invisible differences between individuals

D. Someone who supports and takes action to help members of marginalized group who are facing discrimination

Module Six: Review Questions

2. Microaggressions are always malicious intent.

A. True

B. False

Module Six: Review Questions

3. Which of the following is not one of the three basic categories of microaggressions?

A. Motivational

B. Verbal

C. Behavioral

D. Environmental

Module Six: Review Questions

4. What is an environmental microaggression?

A. Statements or questions that are harmful or stigmatizing to a marginalized group

B. The use of derogatory terms, disrespectful comments, and racially insensitive jokes

C. Subtle discrimination that occurs in a physical or social environment

D. Discriminatory actions or behaviors that are hurtful to a marginalized group, including internal assumptions

Module Six: Review Questions

5. What is the most overt type of microaggression?

A. Microassault

B. Microinsult

C. Microinvalidation

D. Microaggressive

Module Six: Review Questions

6. Which type of microaggression includes discrediting or dismissing a marginalized individual's feelings or experiences of prejudice?

A. Microassault

B. Microinsult

C. Microinvalidation

D. Microaggressive

Module Six: Review Questions

7. How can a microaggression affect the receiver?

A. Physically

B. Mentally

C. Emotionally

D. All of the above

Module Six: Review Questions

8. It's important to remember that the intent of the microaggression is what matters.

A. True

B. False

Module Six: Review Questions

9. What is the key to addressing microaggressions in the workplace?

A. Focusing on a positive company culture

B. Internalizing the microaggression

C. Denial and defense

D. Ensuring the perpetrator receives punishment

Module Six: Review Questions

10. Which of the following should someone who has communicated a microaggression not do?

A. Take responsibility

B. Avoid making the situation about themselves

C. Education and proactive steps

D. Become defensive and attempt to explain themselves



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*A diverse mix of voices leads to better discussions, decisions,
and outcomes for everyone.*

Sundar Pichai

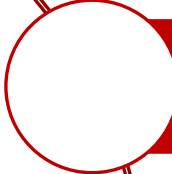
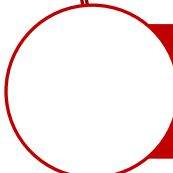
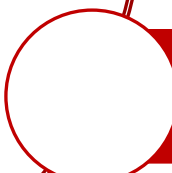
MODULE SEVEN

Communication Strategies

Our verbal and non-verbal language is shaped through our backgrounds and experiences.



Communication Barriers

-  Linguistic barriers
-  Physical disabilities
-  Cultural differences

Verbal Communication Skills

The way in which our words are delivered will substantially affect the impact of the message.





Nonverbal Communication Skills

Eye contact

Physical space

Facial expressions

Implementing Inclusive Language

Language is a powerful tool; the words and phrases that we use matter.





Active Listening

- Removing distractions and putting aside distracting thoughts
- Setting aside personal biases or points of view
- Visualize the other individual's viewpoint

Practical Illustration



- Communication Barriers
- Verbal Communication Skills
- Nonverbal Communication Skills
- Implementing Inclusive Language
- Active Listening

Module Seven: Review Questions

1. What is a communication barrier?

A. Something that promotes the receiving and understanding of a message that one person is delivering to another

B. Anything that inhibits our position within an organization

C. Something that can come in the way of receiving and understanding a message that one person is delivering to another

D. None of the above

Module Seven: Review Questions

2. Which of the following is a defining aspect of an emotional barrier?

A. Barriers that occur because of language differences

B. Limitations that prevent someone from openly communicating their thoughts or feelings

C. A physical factor that can hinder the flow of communication

D. Prejudiced ideas that influence what messages an individual chooses to hear

Module Seven: Review Questions

3. _____ communication skills are more than just our speaking abilities, but also how we present and receive messages within a diverse group.

A. Nonverbal

B. Verbal

C. Written

D. Visual

Module Seven: Review Questions

4. When we are talking to others, it is important to _____ the listener.

A. Face

B. Look away from

C. Ignore

D. Use jargon with

Module Seven: Review Questions

5. Eye contact may be viewed as rude or offensive in some cultures.

A. True

B. False

Module Seven: Review Questions

6. What is physical or personal space influence by?

A. Culture

B. Familiarity

C. Situational factors

D. All of the above

Module Seven: Review Questions

7. What is inclusive language?

A. Language that aims to include everyone and is free from biases, limitations, and stereotypes

B. Language that uses biases, limitations and stereotypes to form connections

C. Language that is used to disguise a conversation

D. Language that is used in a particular group or community

Module Seven: Review Questions

8. To make language more inclusive, it is important to use gender-neutral terms. For example, instead of saying 'chairman', we can say:

A. Chairwoman

B. Chairboy

C. Chairlady

D. Chairperson

Module Seven: Review Questions

9. What is active listening?

A. Developing meaning behind what is being said

B. Taking notes on the speaker's message

C. Hearing the words that are being said

D. Making assumptions about what the speaker is saying

Module Seven: Review Questions

10. Which of the following is *not* an effective practice to improve active listening?

A. Visualizing the other individual's viewpoint

B. Asking open-ended questions

C. Summarizing what the individual is saying to ensure clarity

D. Allowing personal biases to influence thinking



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Diversity and inclusion, which are the real grounds for creativity, must remain at the center of what we do.

Marco Bizarri

MODULE EIGHT

Inclusive Leadership

Inclusive leadership is a style of leadership that focuses on valuing diverse team members and creating an environment that includes connection and respect.



Visible Commitment

An inclusive leader is driven by their values of fairness and equality of opportunity.

Effective Collaboration

An inclusive work environment is one in which employees feel this empowerment to participate in discussions and decisions.





Awareness of Bias

Inclusive leaders are mindful and committed to learning about their personal and organizational biases, and will work towards developing corrective strategies.

Curiosity of Others

Curiosity will help us to understand lives that are different from our own.





Cultural Intelligence

Cognitive

Physical

Emotional

Practical Illustration



- Visible Commitment
- Effective Collaboration
- Awareness of Bias
- Curiosity of Others
- Cultural Intelligence

Module Eight: Review Questions

1. What is inclusive leadership?

A. Authoritarian leadership that establishes policies and procedures for the organization

B. Leadership that focuses on rewards and punishments to motivate employees

C. Leadership that focuses on valuing diverse team members and creating an environment that includes connection and respect

D. Leadership that focuses delegating tasks to individuals to create a more diverse and equitable workplace

Module Eight: Review Questions

2. Inclusive leadership involves committing to making _____ a priority.

A. DEI

B. Equality

C. Stereotypes

D. None of the above

Module Eight: Review Questions

3. Inclusive leaders hold a personal responsibility to _____.

A. Encourage individuals to feel shame or guilt about having biases

B. Host weekly training sessions

C. Continue to build on biases

D. Create powerful change

Module Eight: Review Questions

4. Which of the following is a crucial element for effective collaboration in an organization?

A. Diverse thinking

B. Groupthink

C. Conformity bias

D. Dispersed teams

Module Eight: Review Questions

5. Inclusive leadership involves owning the biases that exist and actively working to make changes, rather than simply pretending that biases do not exist.

A. True

B. False

Module Eight: Review Questions

6. What is necessary in order to recognize personal biases?

A. Discrimination

B. Social awareness

C. Self-awareness

D. Insensitivity

Module Eight: Review Questions

7. _____ enables us to grow.

A. Curiosity

B. Prejudices

C. Stereotypes

D. Unconscious biases

Module Eight: Review Questions

8. What is cultural intelligence also known as?

A. Cultural sensitivity

B. Cultural prejudice

C. Cultural quotient

D. Cultural commitment

Module Eight: Review Questions

9. What is cultural intelligence?

A. Being put in an environment with various cultural backgrounds

B. The ability to be attentive and adaptable in culturally diverse situations

C. Having awareness and control of our own emotions with interpersonal relationships

D. The lacking of key social skills, such as nonverbal communication

Module Eight: Review Questions

10. Which of the following is *not* one of the main components of cultural intelligence?

A. Cognitive

B. Emotional

C. Personal

D. Physical



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Our ability to reach unity in diversity will be the beauty and test of our civilization.

Mahatma Gandhi

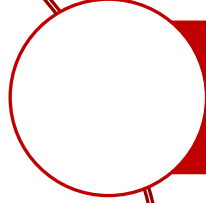
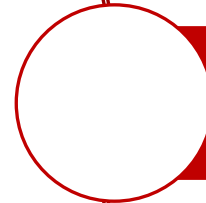
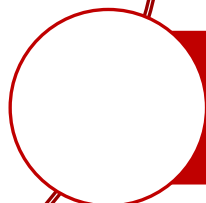
MODULE NINE

Prioritizing DEI in the Workplace

The key to creating a successful and productive workplace is to embrace one another's differences through active steps.



Inclusive Recruiting and Hiring

-  Inclusive job advertisements and descriptions
-  A diverse interview panel
-  Expanding the candidate search

Providing Resources and Accessibility

A work environment should be functional and welcoming for everyone.





Practice Allyship

- Understand personal privilege, implicit biases, and identity
- Use mistakes as a learning experience and growth
- Educate yourself, rather than waiting to be taught or shown

Supporting Gender Identity

Gender identity is an individual's experience of gender, behavior, and expression.



A hand holding a lightbulb against a sunset sky. The hand is in the foreground, holding the base of the lightbulb. The lightbulb is clear and shows the internal filament. The background is a sky with orange and yellow clouds, suggesting a sunset or sunrise.

Regular Check-Ins

- One-on-one meetings
- Anonymous employee surveys
- Focus groups that discuss inclusion issues

Practical Illustration



- Inclusive Recruiting and Hiring
- Providing Resources and Accessibility
- Practice Allyship
- Supporting Gender Identity
- Regular Check-Ins

Module Nine: Review Questions

1. _____ recruiting and hiring involves connecting, recruiting, and offering equal job opportunities to candidates who have the expertise needed for the position from diverse backgrounds.

A. Diverse

B. Inclusive

C. Biased

D. Exclusive

Module Nine: Review Questions

2. Which of the following is *not* an inclusive hiring practice?

A. Using inclusive language that is free from gendered terms, jargon, and discriminatory terms

B. Having a diverse interview panel

C. Providing an accessible application process

D. Posting the job advertisement on one social network or platform

Module Nine: Review Questions

3. Reasonable accommodations can be made to _____.

A. Schedules

B. Products or services

C. Equipment and software

D. All of the above

Module Nine: Review Questions

4. When designing a private area for a nursing mother, it is best to allow her to have the washroom that is closest to her workspace.

A. True

B. False

Module Nine: Review Questions

5. What is allyship?

A. Continuous and supportive behaviors, actions, and practices, as well as advocating *with* others from underrepresented groups

B. The awareness of workplace discrimination, prejudice, and harassment

C. A single action of standing up for people who belong to marginalized groups

D. None of the above

Module Nine: Review Questions

6. To become a better ally in the workplace, it is important to be an upstander, rather than a bystander.

A. True

B. False

Module Nine: Review Questions

7. What is gender identity?

A. The public presentation of how an individual expresses their gender

B. An individual's experience of gender, behavior, and expression

C. The category that an individual is assigned to at birth

D. Outward appearances, such as makeup, hair, or clothing

Module Nine: Review Questions

8. What is gender expression?

A. The public presentation of how an individual expresses their gender

B. An individual's experience of gender, behavior, and expression

C. The category that an individual is assigned to at birth

D. The biological characteristics that make up an individual

Module Nine: Review Questions

9. How can gender identity be supported in the workplace?

A. Assume someone's gender identity through their expression

B. Placing restrictions on clothing with dress codes

C. Add pronouns to the email structure

D. Have gender-specific washrooms or change rooms

Module Nine: Review Questions

10. Checking-in with employees may be done through _____.

A. Anonymous employee surveys

B. Workshops

C. One-on-one meetings

D. All of the above



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We are not a collection of communities from diverse backgrounds to form an alliance; we are one community.

Maya Angelou

MODULE TEN

Workplace Culture and Policies

To improve diversity, equity, and inclusion in the workplace, workplace policies can be very influential for creating rules and standards that are fair for every employee.



Writing a DEI Statement

- Why is this statement important?
- What are our goals that relate to diversity, equity, and inclusion?
- How does our organization define these important terms?

Zero-Tolerance Policy

- Prohibited behavior
- Company's responsibility
- Employees' responsibility





Handling Discrimination Complaints

- Avoid retaliation against the employee or witness.
- Document every step of the investigation.
- Take necessary disciplinary actions against the harasser.

Equal Employment Opportunity

It is every employee's right to receive fair treatment and equal employment, promotions, and training.



Recognizing Holidays and Celebrations



Research diverse holidays

Consider rephrasing your holiday greetings

Be fair with time off requests

Bring awareness to others on diverse holidays

Practical Illustration



- Writing a DEI Statement
- Zero-Tolerance Policy
- Handling Discrimination Complaints
- Equal Employment Opportunity
- Recognizing Holidays and Celebrations

Module Ten: Review Questions

1. What is a DEI statement?

A. A complaint regarding discriminatory or harassing behavior from a victim or witness

B. A straightforward definition for diversity, equity, and inclusion in the workplace

C. An articulation of a company's commitment to furthering diversity, equity, and inclusive practices within their organization

D. A statement that defines the line of business for a company, as well as the purpose it serves

Module Ten: Review Questions

2. Which of the following is an important question to consider when creating a DEI statement?

A. What are our company goals that relate to diversity, equity, and inclusion?

B. When were DEI statements first created?

C. How many DEI statements should be published?

D. None of the above

Module Ten: Review Questions

3. A(n) _____ policy prohibits any form of harassment or discrimination, including sexism, homophobia, racism, and ageism.

A. Compensation

B. Zero-tolerance

C. Operational

D. Health and safety

Module Ten: Review Questions

4. Which of the following does *not* need to be included in a zero-tolerance policy?

A. How to report non-compliance

B. Prohibited behavior

C. A list of employees with their job descriptions

D. The company's responsibility

Module Ten: Review Questions

5. An individual may only come forward with a discrimination complaint if they have personally experienced the discrimination.

A. True

B. False

Module Ten: Review Questions

6. When harassment or discrimination complaints arise, it is important to do what?

A. Take every complaint seriously

B. Document every step of the investigation

C. Take necessary disciplinary actions against the harasser

D. All of the above

Module Ten: Review Questions

7. What does EEO stand for?

A. Equity and Equality Obligations

B. Equal Engagement Opportunity

C. Equal Employment Opportunity

D. Employee Engagement
Obligations

Module Ten: Review Questions

8. What is the intent of the EEO?

A. To create a positive atmosphere where employee's receive fair treatment and equal employment, promotions, and training

B. To ensure that any underrepresented group member will automatically get hired

C. To foster an environment that supports the gender wage gap

D. To focus solely on improving recruitment and hiring practices

Module Ten: Review Questions

9. How can we enhance inclusivity with holidays and cultural events?

A. Have employees share details related to their cultural or religious practices

B. Make sure every employee participates in each holiday celebration

C. Avoid celebrating holidays and cultural events completely

D. Assume that everyone celebrates the same holiday and cultural events

Module Ten: Review Questions

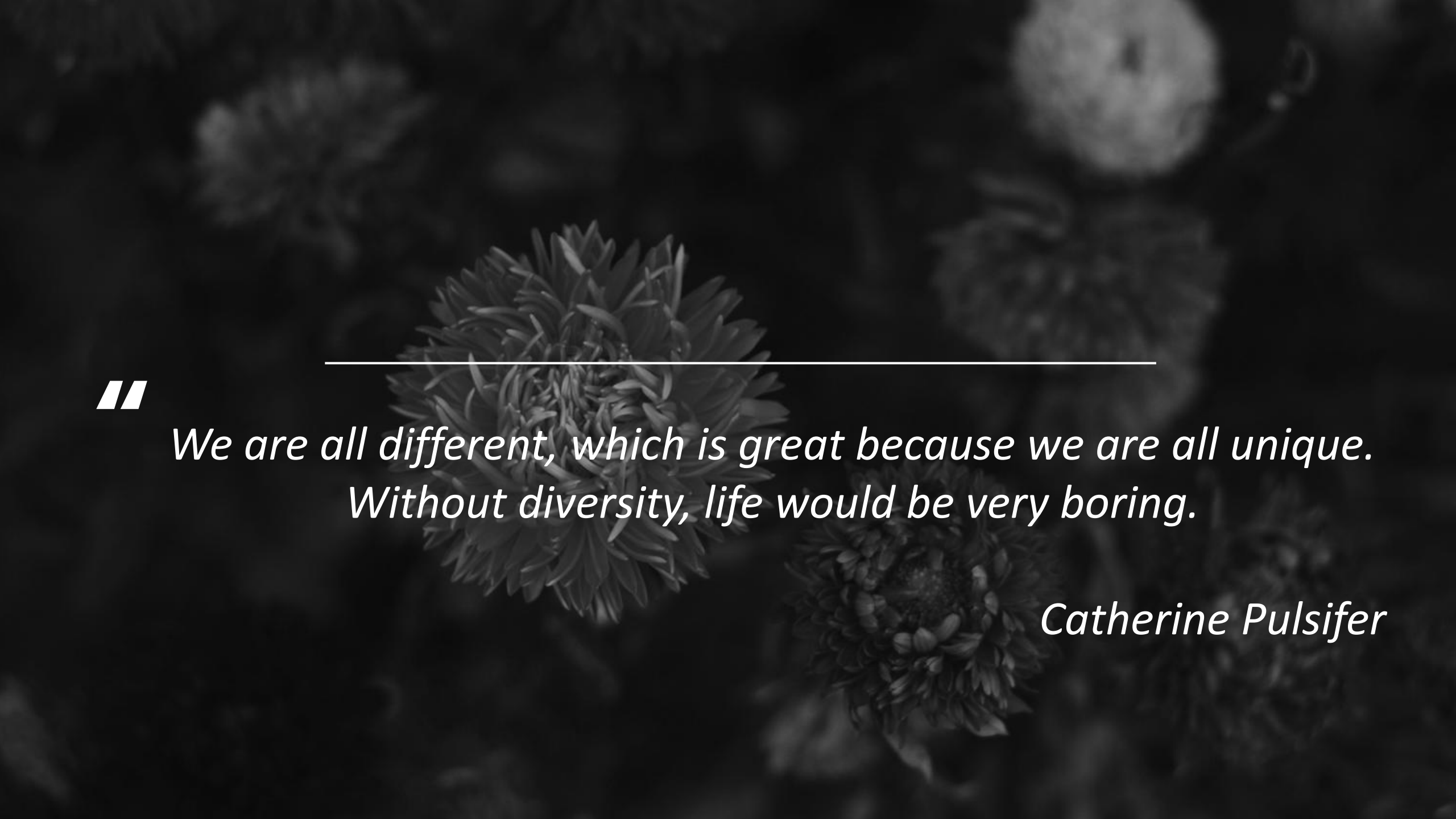
10. What is a diversity calendar?

A. A calendar that shows every employee's birthday

B. A tool that shows religious, cultural, and historical events of diverse groups

C. A schedule that measures progress with diversity, equity, and inclusion

D. A daily planner for inclusive activities



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*We are all different, which is great because we are all unique.
Without diversity, life would be very boring.*

Catherine Pulsifer

MODULE ELEVEN

Encouraging Respect and Belonging

Respect is an essential element in every workplace; it helps to create a sense of belonging within the team.



Sensitivity Training

Sensitivity training is designed to help diverse employees understand, accept, and respect one another's differences.

Ensuring Safe Spaces

Safe spaces offer a supportive environment where everyone is able to feel comfortable.



Applying Emotional Intelligence



Developing empathy

Reduces unconscious bias

Improving mindfulness

Intentional Inclusion

If an organization is not being intentionally or proactively inclusive, then they will unintentionally exclude.





Expressing Appreciation

- Encouraging a culture of shared company values
- Creating a sense of belonging
- Valuing people and differences

Practical Illustration



- Sensitivity Training
- Ensuring Safe Spaces
- Applying Emotional Intelligence
- Intentional Inclusion
- Expressing Appreciation

Module Eleven: Review Questions

1. _____ training is designed to help diverse employees understand, accept, and respect one another's differences.

A. Off-the-job

B. Sensitivity

C. Online

D. Technology

Module Eleven: Review Questions

2. Which of the following is *not* a goal of sensitivity training?

A. To create a workplace where differences are valued

B. To have employees gain self-insight and understanding

C. To raise intercultural awareness

D. To encourage employees to feel shame or guilt about having biases

Module Eleven: Review Questions

3. A safe space discourages discussions on difficult issues, such as challenges that someone may be facing.

A. True

B. False

Module Eleven: Review Questions

4. What is emotional intelligence?

A. Self-awareness of our own emotions, as well as the emotions and needs of others

B. The level of multicultural understanding that an individual has

C. The knowledge of nonverbal cues and their meanings

D. The ability to confront microaggressions in the workplace

Module Eleven: Review Questions

5. Which of the following is *not* a way that emotional intelligence will enhance DEI?

A. By developing empathy

B. By removing collaborative practices

C. Through improving mindfulness

D. Reducing unconscious biases

Module Eleven: Review Questions

6. In order for inclusion to be successful, it must be _____.

A. Written

B. Intentional

C. Unintentional

D. Verbal

Module Eleven: Review Questions

7. What is intentional inclusion?

A. Intentionally hiring individuals because of personal connections that were previously formed

B. Inclusive practices that happen without deliberate effort

C. An action-based and deliberate effort that works towards positive changes with diversity and inclusion

D. None of the above

Module Eleven: Review Questions

8. If an organization is not being intentionally or proactively inclusive, then they will unintentionally exclude.

A. True

B. False

Module Eleven: Review Questions

9. What does real recognition value people for?

A. Their contributions

B. Their actions

C. Who they are

D. All of the above

Module Eleven: Review Questions

10. Which of the following is *not* a way that employee appreciation promotes diversity and inclusion?

A. It encourages a competitive strive for achievement

B. It encourages a culture of shared company values

C. It creates a sense of belonging

D. It values people and differences

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Diversity, Equity, and Inclusion is just beginning.



Words From the Wise

The route to achieving equity will not be accomplished through treating everyone equally. It will be achieved by treating everyone just according to their circumstances.

- Paula Dressel

Human diversity makes tolerance more than a virtue; it makes it a requirement for survival.

- René Dubos

Strength lies in differences, not in similarities.

- Stephen R. Covey