

Diversity Training

Coaching for Excellence has developed a three-day training series to help propel your employees to the next level on their journey to cultural competence. In today's world, in our society, it is imperative that anyone working on the front lines with people or anyone interacting with people in their work environment need to learn to value the concept of diversity and develop the skills necessary to navigate the diverse environment in which they work.

In our program, we look at diversity along several variables. We not only look at race and ethnicity, but we also consider such factors as sexual preference, generational difference, geographical difference, religion, learning styles, politics and just about any other human variable of difference.



People working together, appreci-

It is our contention that every member of the team brings a valuable contribution to the table and as long as we can put aside our own feeling that difference is wrong, then we will be able to reap huge benefits from a team that brings different perspectives, strengths and experiences to the project.

Day 1: Cultural Awareness

This first day is devoted to a scrutinizing introspective, inside out approach to looking at our own issues that may either enhance or hinder our ability to embrace members of cultures different from our own.

- Participants will learn that cultural is more than race and ethnicity---it is a total way of life.
- Participants will begin to discuss some aspects of their own culture.
- Participants will describe primary & secondary dimensions of diversity and visible and invisible characteristics of diversity
- Participants will experience what it is to be included and excluded from the main group.
- Participants will discuss their own cultural values and how they may impact the work they do with clients.
- Through an experiential activity, participants will experience culture shock first-hand.
- Participants will view a video that depicts how easy it is to teach hate, discrimination and oppression.
- Participants will develop an action plan to move them in the direction of developing their cultural awareness.

Day 2: Cultural Information

This second day is devoted to looking at what research tells about particular groups of people, while understanding that these results are actually just a perpetuation of stereotypes themselves.

- Participants will discuss holidays and ceremonies specific to certain cultures.
- Participants will discuss how much we assume about each other based on very limited information.
- Participants will discuss how stereotypes are imbedded in the early messages they received from people important in their lives.

- Participants will engage in an activity to discover if they are high or low context and then participate in a discussion about the implications, thereof.
- Participants will discuss values and orientations specific to certain cultural groups, understanding that this information, in itself represents broad generalizations that may or may not help us understand our clients better.
- Participants will discuss Majority Privilege and how it relates to a variety of minority groups.
- Participants will view a video regarding how adults have difficulty grasping subtle discrimination concepts.
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Day 3: Cultural Skills

This final day is devoted to the development of cross-cultural communication and counseling skills to assist helpers in their cross culture communications.

- Participants will discuss emotions encountered in situations where they felt different from everyone else in that situation.
- Participants will recognize the importance of subtle and not so subtle communication differences.
- Participants will discuss the development of racial identity.
- Participants will collect resources on diversity.
- Participants will make a personal plan to improve their diversity behavior, while continuing on their journey to cultural competence.