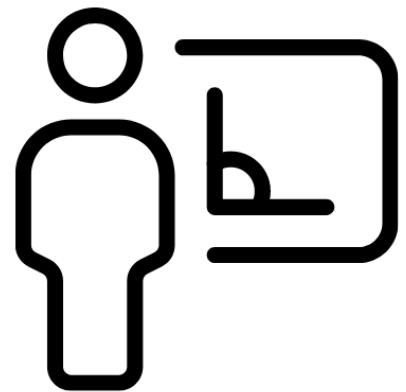


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



It is time for parents to teach young people early on that in diversity there is beauty and there is strength.

Maya Angelou

Module Two: Understanding Diversity



Before you can know whether or not you are able to manage diversity, you must know what it is, its benefits, and implement and follow a policy that does not allow for discrimination.

What is Diversity?



Diversity is the inclusion of a wide variety of people of different races or cultures in a group or organization. It is vital that every employer and employee has an understanding of the concepts diversity. This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

Estimated Time	7 minutes
Topic Objective	Understand the meaning of diversity.
Topic Summary	What is Diversity? Comprehend the definition of diversity before delving into various forms of diversity.
Materials Required	01: Diversity
Planning Checklist	None
Recommended Activity	Using the Merriam-Webster definition of diversity as a guide, create your own 2-3 sentence definition of the term "diversity".

Stories to Share	Allow some participants to share their definitions.
Delivery Tips	Encourage everyone to participate.
Review Questions	What does diversity consist of?

Benefits of Diversity



Diversity brings many perspectives to a company, which is positive for the growth of individual employees and the company as a whole. Here are some specific benefits to companies that have a diverse workforce:

- Large pool of knowledge
- Fulfill the needs of your existing customers
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

Estimated Time	7 minutes
Topic Objective	Review the benefits of diversity.
Topic Summary	Benefits of Diversity Discuss the benefits of diversity in the workplace that's provided by the course.
Materials Required	Flipchart/Whiteboard & markers
Planning Checklist	None
Recommended Activity	Engage participants by asking them to give examples of other specific benefits associated with a diverse workforce.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What are two benefits to diversity in the workplace?

Managing Diversity



Managing diversity in the workplace is an integral function of the Human Resources department. Using the company's written policy of diversity, HR must be able to effectively communicate these requirements to leadership, who must in turn be able to implement and ensure compliance by employees.

Skills such as effective communication, treating each employee uniquely, promoting the collaboration of diverse small groups within the larger group, and being open-minded, are essential to managing diversity.

Estimated Time	7 minutes
Topic Objective	Review the different skills that are crucial to managing diversity.
Topic Summary	Managing Diversity Discuss HR and leadership's role when it comes to managing diversity. Also talk about some of the skills needed when managing diversity.
Materials Required	02: Effective Communication
Planning Checklist	None
Recommended Activity	Allow participants to complete the worksheet individually.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	Who is responsible for making sure leadership is prepared to implement and ensure compliance of managing diversity among employees?

Zero-Tolerance Policy



A zero-tolerance policy is a plan that's designed to prevent objectionable behavior. Additionally, it outlines the consequences for not adhering to the policy.

Each company is responsible for drafting its policy and ensuring all pertinent elements are included. Some of these elements include:

- Prohibited behavior
 - Physical harm to others
 - Discrimination
 - Sexual harassment
- How to report non-compliance
 - To whom it should be reported (e.g. supervisor or HR)
 - Reporting method (e.g. hotline or written report)
- Consequences for engaging in such behaviors
 - Verbal warning
 - Written warning
 - Termination
 - Legal action
- Company's responsibility
 - Provide training on the policy
 - Encourage employees to report incidences
 - Enforce punishment for non-adherence
- Employees' responsibility
 - Understand the policy
 - Report incidences

Estimated Time	10 minutes
Topic Objective	Review the zero-tolerance policy.
Topic Summary	Zero-Tolerance Policy Discuss the purpose of a zero-tolerance policy.
Materials Required	03: No Tolerance
Planning Checklist	None
Recommended Activity	Allow participants to break into small groups, consisting of 2-3 individuals. Give each group time to collectively create a zero-tolerance policy, consisting

	of the elements outlined in the course. Give each group time to present their policy to the larger group.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What are two punishments for engaging in prohibited behaviors?

Case Study

Macy and Lily have recently opened their publishing company. They are discussing the importance of a workforce that is diverse. They both agree that creating a policy that helps avoid discrimination and bias in the workplace is important.

Macy stated that she understands why diversity is important, and how to manage it. However, she doesn't really understand how a zero-tolerance policy fits in.

Lily defines what the policy is, then goes on to explain what should be included in the policy. Macy then comprehends how everything works together, and volunteers to take the lead on writing the policy.

Estimated Time	6 minutes
Topic Objective	Outline the Understanding Diversity case study.
Topic Summary	Case study Define diversity, then discuss how to manage it and create a zero-tolerance policy.
Materials Required	None
Planning Checklist	None
Recommended Activity	What was Macy unsure about? How did Lily help with this? Discuss the outcome of the case study.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	At the end of the case study, what did Macy agree to do?

Module Two: Review Questions

1. Which of the following was not a topic discussed, with regard to diversity?

- a) Race
- b) Height
- c) Age
- d) Disability

This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

2. Which of the following was a topic discussed, with regard to diversity?

- a) Weight
- b) Highest level of education attained
- c) Sexual orientation
- d) Socio-economic status

This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

3. Diversity brings perspectives that are _____ for _____.

- a) Positive; Growth
- b) Negative; Growth
- c) Positive; Profit
- d) Negative; Profit

This benefits individual employees and the company as a whole.

4. Which of the below is not listed as a benefit of a diverse workplace?

- a) Large pool of knowledge
- b) Fulfill the needs of existing customers
- c) Appeal to a larger, global customer base
- d) Federal tax break

Other benefits mentioned include loyal employees and legal compliance.

5. Who must communicate a company's policy of diversity to leadership?
- a) Any employee
 - b) EEOC
 - c) CEO
 - d) HR

While HR is responsible for relaying this to leadership, leadership must relay it to employees.

6. Who must communicate a company's policy of diversity to employees?
- a) Customers
 - b) Other employees
 - c) Leadership
 - d) Vendors

HR is responsible for relaying this to leadership. Leadership is responsible for relaying it to employees.

7. Which of these is not an example of prohibited behavior that should be included in a zero-tolerance policy?
- a) Physical harm to others
 - b) Sexual harassment
 - c) Discrimination
 - d) Asking for a raise

Asking for a raise should never be included in a zero-tolerance policy. Physical harm to others, sexual harassment, and discrimination, among others, should always be included.

8. Which of these is a potential consequence for engaging in prohibited behaviors?
- a) Written warning
 - b) Legal action
 - c) Verbal warning
 - d) All of the above

In addition, job termination may occur.

9. What is true of a company's policy of diversity?

- a) It should only be in verbal form
- b) It should be in written form and communicated verbally
- c) It should be in written form and does not have to be communicated verbally
- d) The company can choose whether it is in verbal form or written form

The policy of diversity should be in written form so it can be used as a reference tool. It should also be communicated verbally, to check for understanding.

10. With regard to a zero-tolerance policy, which of the following is the company not responsible for?

- a) Providing training on the policy
- b) Encouraging employees to report incidences
- c) Enforcing punishment for non-adherence
- d) Ensuring all reported incidents are forwarded to the local police department

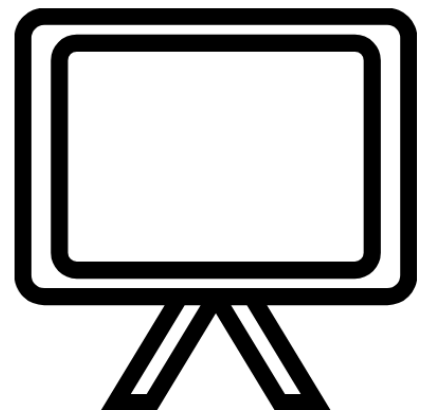
While there may be instances where a case should be reported to the police, typically, the company has the resources to handle the situation.

PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.



Module Two: Understanding Diversity

- Before you can know whether or not you are able to manage diversity, you must know what it is, its benefits, and implement and follow a policy that does not allow for discrimination.

• *It is time for parents to teach young people early on that in diversity there is beauty and there is strength.*

Maya Angelou

What is Diversity?

- Diversity is the inclusion of a wide variety of people of different races or cultures in a group or organization. It is vital that every employer and employee has an understanding of the concepts diversity.

Benefits of Diversity

- Large pool of knowledge
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

Managing Diversity

- An integral function of the Human Resources department.
- HR must be able to effectively communicate these requirements.



Zero-Tolerance Policy

- Prohibited behavior
- Consequences for engaging in such behaviors
- Company's responsibility
- Employees' responsibility

Module Two: Review Questions

1. Which of the following was not a topic discussed, with regard to diversity?
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Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Workplace Diversity

What is Diversity?

Merriam-Webster dictionary defines diversity as the condition of having or being composed of differing elements, especially the inclusion of different types of people in a group or organization. This course will discuss many diversity topics, such as how it relates to race, age, employees with disabilities, pregnant and lactating employees, and sexual orientation.

Benefits of Diversity

Diversity brings many perspectives to a company, which is positive for the growth of individual employees and the company as a whole. Here are some specific benefits to companies that have a diverse workforce:

- Large pool of knowledge
- Fulfill the needs of your existing customers
- Appeal to a larger, global customer base
- Loyal employees
- Legal compliance

Hiring

There are many free resources that are designed to educate employers on how to recruit and hire employees with disabilities. For example, Employer Assistance and Resource Network on Disability Inclusion (EARN) offers publications on the topics of inclusion recruiting and hiring individuals with disabilities, as well as online trainings that check your understanding in these areas.

The Workforce Recruitment Program for College Students with Disabilities (WRP) is another free source that links private companies and federal agencies with highly qualified candidates for temporary or permanent roles, in many different fields.

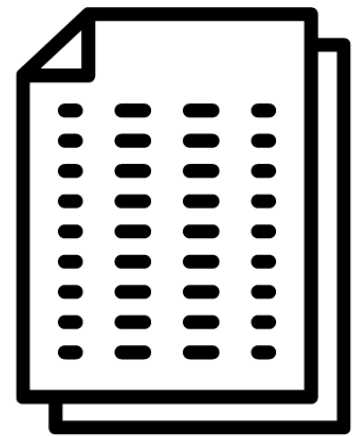
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Worksheet One: Diversity

Use this worksheet to create a 2-3 sentence definition of the term diversity.

Worksheet Two: Effective Communication

Use this worksheet to write down potential barriers to communication regarding each item.

Race:

Age:

Sexual orientation:

Pregnant employee:

Worksheet Three: No Tolerance

Create a workplace, zero-tolerance policy.

Prohibited behavior:

How to report non-compliance:

Consequences for engaging in such behaviors:

Company's responsibility:

Employees' responsibility:

Icebreaker One: The 10 Minute Challenge

PURPOSE

It will help introduce the topic of time management in a fun, non-confrontational manner.

MATERIALS REQUIRED

1. Flip chart paper
2. Markers
3. Timer or watch
4. Craft supplies if desired (colored paper and pencils, glue, sparkles, etc.)

PREPARATION

Write out the following list on a piece of flip chart paper. Ensure that it stays covered until the end of the activity explanation.

5. Do a lap around the room (5 points)
6. Create something for the instructor to wear, such as a hat or tie (10 points; bonus 5 points if the instructor actually wears it)
7. Find out something unique about each person on the team (5 points)
8. Sing a song together (15 points)
9. Make a paper airplane and throw it from one end of the room to another (10 points)
10. Get everyone in the room to sign a single piece of paper (5 points)
11. Count the number of pets owned by your group (20 points)
12. Assign a nickname to each member of the team (5 points)
13. Create name cards for each team member (5 points; bonus 5 points if you use your team nicknames)
14. Make a tower out of the materials owned by your group (10 points)
15. Convince a member of another team to join you (20 points)
16. Name your team and come up with a slogan (5 points for the name, 5 points for the slogan)
17. Re-create the sounds of the Amazon rainforest with the sounds of your voices (10 points)
18. Make a list of what your team wants out of the workshop (15 points)
19. Form a conga line and conga from one end of the room to another (5 points; bonus 10 points if anyone joins you)

You can customize this list as you wish; just make sure there is a point value (which is completely up to you) assigned to each item.

You will also want to create a scoreboard matrix on flip chart paper that looks like this:

	TEAM 1	TEAM 2	TEAM 3
TASK 1			
TASK 2			
TASK 3			
TASK 4 (AND ON...)			
TOTAL			

This should stay hidden until the end of the activity.

EXPLANATION

Divide participants into teams of five to eight. Unveil the numbered list of tasks. Explain that they have ten minutes to collect as many points as possible. They must be safe and they only have ten minutes!

ACTIVITY

Give participants ten minutes to perform their tasks, and enjoy the show! After ten minutes, add up their points using your pre-designed matrix and announce the winner. Keep the list of tasks; you may want to tape it to the wall.

DEBRIEF

After the activity, discuss learning points. Possible discussion topics include:

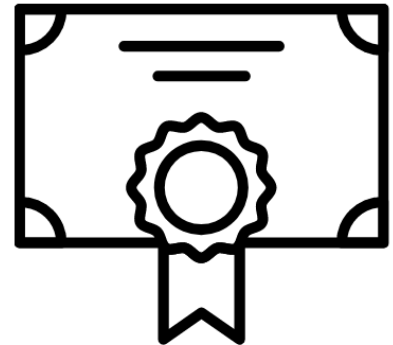
20. How did teams decide what tasks they wanted to do? Most groups will analyze the time the task will take and/or the difficulty level, compare it with the value (possible number of points), and prioritize as a result. We do this when managing our time, too: we often choose the high-yield, low-effort tasks over the low-yield, high-effort tasks (and rightly so!).
21. Were any decisions based on task dependencies? For the name card task, for example, teams received bonus points if they used team nicknames. Performing these two tasks together would triple the points received. This often happens in life, too – batching tasks increases your results exponentially.
22. What group dynamics came into play? If participants knew each other before, they may feel more comfortable performing a personally risky activity, like singing a song. This comes into play when prioritizing tasks, too; we're more likely to stay within our comfort zone, especially if we're working in a team.

23. What skills came into play? For example, several tasks involved creativity and artistic skills. Did teams find out whether any members had artistic talent before deciding to do the task?
24. What additional information did you ask for? How did that affect your approach? Some groups will catch on to the fact that there is no rule that the whole group must perform every task, and will divide their resources and achieve more points as a result. The lesson to learn here is that you need all the information you can get before prioritizing tasks and making a plan. Some teams may have even realized this partway through the activity and adjusted their approach as a result. Kudos to them!
25. Did ethics come into play? Although “stealing” another team member was worth a lot of points, some teams are uncomfortable with the idea and avoid this task.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

*Has mastered the course
Diversity and Inclusion*

Awarded this _____ day of _____, 20____

Presenter Name and Title
