
Diversity, Equity, Inclusion and Accessibility

Diversity is smart business. But to create a workplace where all people feel respected and free to speak up, you need to understand not just the laws and workplace policies, but how to treat others — what you can say and do to contribute to a harmonious work environment.

In this course, you'll explore laws surrounding workplace diversity as well as organizational policies and practices that demonstrate a commitment to fair employment. Then you'll shift gears for a deep dive into what makes an inclusive work culture. You'll consider your personality, opinions and communication strengths and discover how to adjust your interactions to build the most trusting relationships. Your new insight and approaches will help you smoothly work through conflict and realize the full benefits of so many different perspectives.

Module 1

Equal Employment Opportunity

This module provides an understanding of federal, state and local laws, regulations, ordinances and codes that guide employment decisions as well as your own organization's policies, procedures and unwritten practices.

- Differentiate between unlawful discrimination and unlawful harassment
- Identify the most commonly protected classes of individuals under federal, state and local laws
- Discuss the nature of unlawful harassment, including sexual harassment

Module 2

Define Diversity and Inclusion

In this module, you'll answer the question: If standard diversity training isn't working, how do we talk about diversity and inclusion in a way that moves teams forward?

- Discuss the attributes, traits and unique characteristics that make up diverse groups
- Identify the value of diversity and the qualities of inclusive workplace cultures
- Consider others' perspectives to ensure success at every level of your organization

Module 3

Develop Habits of Inclusivity

This module shows how organizations can support diversity and inclusion initiatives by establishing affinity groups that help employees feel a greater sense of belonging. These groups provide opportunities to network with community members, serve as training resources, help to attract new hires and work toward retaining current employees.

- Discuss what happens when opinions are based on preconceived ideas
- Identify ways organizations can facilitate curiosity and respectfulness of other cultures
- Describe how affinity and employee resource groups can benefit an organization

Module 4

Set the Tone for Open and Honest Communication

Working with colleagues to identify how communication impacts the success of diversity and inclusion initiatives is the theme of this module. You'll develop a tool kit for addressing discrimination in the workplace and move your team

forward to a more collaborative, supporting environment.

- Discuss how to advocate for diversity and promote inclusion through communication
- Explain how to help employees explore new ways of looking at the world
- Describe the appropriate manner for discussing potentially uncomfortable situations

Module 5

Foundations of Cultural Inclusion

Discover the benefits of inclusive work cultures and create a vision for inclusion in your organization.

- Describe how inclusion works as a catalyst for effective operations in diverse workplaces
- Define the value of diverse and inclusive workplaces according to recent research
- Create a draft of an organizational vision for diversity and inclusion that takes into consideration organizational values and addresses harassment, discrimination and implicit bias

Module 6

Understanding the Role of Respect and Trust

When workers adopt high levels of respect for others, they experience several benefits: higher levels of engagement, empowerment and productivity. In this module, you'll discuss the need for ethics, integrity and trust in the workplace.

- Examine civility and assess your levels of trust with others
- Overcome conflict by building mutual respect
- Establish integrity with character and ethic

Module 7

Commanding Respect in Any Situation

Showing concern and caring for others is crucial to a civil workplace. Techniques used to demonstrate concern can also neutralize emotions when there is a conflict. In this module, you'll learn how personality preferences and cultural differences can impact respect and trust.

- Demonstrate concern and respect in every situation
- Assess your personality and strengths to identify behaviors that build trust
- Understand cultural differences to communicate and interact effectively