

DIVERSITY & SENSITIVITY TRAINING PROGRAM

Introduction

In today's work place, diversity continues to increase. Organizations are attracting the best talent at all levels from around the world. The Internet has helped by making the world seem like a smaller place. People also feel freer to voice their opinions and beliefs than ever before. These developments can result in a more positive workforce if diversity is harnessed.

An Organization's Choice

Organizations have two main options. They can either ignore the reality that they have a diverse work environment and continue to do the same old, same old, or they can embrace diversity and harness its strength.

We have witnessed some organizations treat diversity concerns with insensitivity and indifference, creating many negative circumstances, such as employee dissatisfaction and low efficiency and productivity, and lawsuits and fees.

On the other hand, we have also witnessed organizations that have embraced diversity initiatives in the workplace and have excelled in their industry. These organizations have changed their entire work environment and turned diversity into a business advantage. They respect and enthusiastically embrace feedback and new ideas from their diverse range of employed talent. These organizations receive admiration, recognition, and praise for their dedication to supporting every employee.

How did these organizations get to where they are now? They got there by taking three main steps. Step number one; identify diversity issues. Step number two; understand why there is diversity. Step number three; learn to accept and tolerate differences. It is easier to accept another person's diversity when you understand their background.

How We Can Help

PensionBenefits is now offering a unique three-part Diversity & Sensitivity Training program that will help your organization to take those three important steps to success. We can help you create a better working environment and empower your organization so it can function as a more efficient and productive team.

The Program

- *Session I - Diversity Training*

There are many forms of diversity! It is much more than just race and gender; for example, there is generational diversity.

Did you know for the first time in history, we have five generations working together?

Other forms of diversity include:

Cultural Differences
Sexual Orientation
Physical Ability

Physical Appearance
Passions, Motivators, and Irritants
Political Affiliations

Religious Beliefs
Personal Choices
Leadership Styles

Each one of these contributes to what type of person we are and what type of people our coworkers are. How we look at diversity affects how we perform in the work environment. By understanding these components of diversity in our place of work, we can then learn to work together as a more complete team.

- **Session II - Identifying Passions and Irritants**

Everyone has different passions, motivators, and irritants. They are what make each one of us who we are. By using the web-administered Morale Booster tool, we can take a more objective approach to identify each colleague's passions, irritants, and motivators. We want to demonstrate the unique diversity of each individual and allow you to capitalize on the talents that are employed within your organization. Knowing these factors can help us to understand ourselves better. By learning our coworkers' passions, motivators, and irritants, we can understand how to interact with them in a more professional manner, and by using each other's strengths, we can create a more productive working environment.

- **Session III - Sensitivity Training**

In Sessions I and II, we identified how to recognize diversity issues in combination with and other's passions and irritants. Now, how do we take this knowledge and create a better workplace?

Many organizations choose to ignore the sensitive issues and attempt to remove all traces of differences from the workplace entirely. This is not the best solution and can even be unhealthy, both at the personal and business level. The reality is everyone has different opinions, preferences, and beliefs. When we acknowledge our differences, we can work together as a more cohesive team.

In Session III, by using exercises and examples, we teach associates how to desensitize the issues and become non-judgmental. Emotion should not be taken out of the workplace, but taking it out of the conflict can produce factual conversation and less challenging statements. We want to be able to ask questions respectfully, not confrontationally and become more sensitive to each individual's pride in cultural and personal values. Sensitivity is about learning to be more tolerant, not about changing your uniqueness.

Tip-toeing around the office afraid to say anything for fear of offending someone is not a long-term solution. If we can openly discuss what others believe and show respect for their opinions and beliefs, then we can have a more understanding and productive team.

Conclusion

This combination of a comprehensive examination of the fundamental issues along with practical applications and exercises to promote understanding and tolerance will advance your organization into a long period of synchronization and productivity. Your organization may already have a diversity program in place; however, an outside analysis could enhance or reinforce your existing diversity initiative.

For questions or comments, please contact one of our HR Consultants at hr@pensionbenefits.com or by calling 972-424-2230.