



Workplace Diversity



integrity
Ethics & Compliance Training

Topic 1 – Racism in the Workplace

1. **Video:** Answers the question, ‘What is racism?’ It explores how racism can manifest itself in the workplace with examples that help us identify and prevent it. Reinforces our responsibility to speak up and maintain a workplace free from racism, harassment and discrimination.
2. **Interactive Screen:** Overview of how human culture and our neurological makeup influences our beliefs and attitudes towards others which informs the behaviors and implicit biases that can breed racism. Explores how we can overcome these attitudes to ensure we have a workplace that is open to all and one in which everyone feels comfortable.
3. **Scenario:** What action should be taken if you witness racism in the workplace when the person making the comment does not realize that what they’re saying could be interpreted as racist.
4. **Key Learning:** When a comment is made in a group setting or meeting, use good judgement on how and when to address the situation. Use discretion and be conscious of how this will impact the person at fault. Ask them if you could meet afterwards, so you may discuss what happened without placing them or the other person in an awkward situation.
5. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 2 – Microaggressions

1. **Interactive Screen:** Explores what microaggressions are and how they manifest in the workplace. Discusses the three types of microaggressions; microassaults, microinsults, and microinvalidations.
2. **Interactive Screen:** Overview of the action an individual can take to address microaggressions. Take a proactive role and speak up.
3. **Scenario:** Identify how a comment that one person thinks is a compliment, could be considered offensive and racist by the recipient of the comment.

4. **Key Learning:** As you interact with colleagues, acquaintances, and strangers in your everyday activities, try to be aware of any inherent attitudes you might have because of a person's race or color. Work to develop strategies to overcome these attitudes and understand what others experience.
5. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 3 – Preventing Racial Discrimination

1. **Interactive Screen:** People share their experiences of race discrimination in the workplace and the effect it had on them.
2. **Interactive Screen:** Overview of the laws that prohibit race/color discrimination and harassment at any stage of employment.
3. **Scenario:** Identify what action should be taken if you witness race/color discrimination in the workplace.
4. **Key Learning:** We do not tolerate any form of discrimination. We are relying on you to report any incidents, or suspected incidents, that you witness. Retaliation against anyone who reports discrimination is prohibited.
5. **Scenario:** Identify whether a particular situation could constitute race/color discrimination.
6. **Key Learning:** We do not tolerate any form of discrimination. We are relying on you to report any incident, or suspected incidents, that you witness. Remember, retaliation for reporting discrimination will not be tolerated.
7. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 4 – What is Unconscious Bias?

1. **Video:** Video shows a conference call and asks the learner to think of two words they'd use to describe their reaction to each person on the call.
2. **Interactive Screen:** We ask the learner to consider their observations on each person that appears in the video on the previous screen. We then explain what inferences are and how they impact the first impressions we have off the people we meet.
3. **Interactive Screen:** This screen builds on the exercises in the first three screens and explains what unconscious bias is and the impact that it can have on how we form impressions of the people we meet.

4. **Scenario:** Identify the three biased assumptions for why a manager assigned a task which requires interaction with members of a Latino community, to a Latino employee.
5. **Key Learning:** The employee may or may not be the best fit for the job, but the choice could have easily been based on invalid assumptions completely unrelated to the requirements of the project. The invalid assumptions are a result of his manager`s unconscious biases.
6. **Scenario:** Identifying whether an employee`s behavior in the workplace is the result of unconscious gender bias.
7. **Key Learning:** Gender bias can lead to gender discrimination. If you suspect gender bias is happening, report it to your manager or human resources.
8. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 5 – Overcoming Unconscious Bias

1. **Interactive Screen:** We all have a part to play in overcoming unconscious bias. Explores how we can effectively deal with our own unconscious biases through awareness, challenging our biases, and changing our responses.
2. **Scenario:** Identify whether unconscious, racial bias is the reason behind people`s behavior towards their colleague.
3. **Key Learning:** Making assumptions about a person based on their skin color is an unconscious bias. If you witness or experience racial bias, don`t dismiss it. Report it to your manager or human resources.
4. **Scenario:** Identify the biased assumptions a manager makes when they won`t consider an employee for a promotion because of their beard.
5. **Key Learning:** Religious bias occurs when a person is denied opportunities or segregated based on religion (including religious garb and grooming practices), such as assigning an employee to a non-customer contact position because of actual or feared customer preference.
6. **Scenario:** Identify whether an employee was turned down for a job because of LGBTQ+ bias.

7. **Key Learning:** Bias against a person's gender identity or sexual orientation can lead to discrimination. If you witness or experience bias based on gender identity or sexual orientation, report it to your manager or human resources.
8. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 6 – Diversity

1. **Interactive Screen:** Define what diversity means. Innovative ideas and solutions to challenging issues can come from seeking input from those whose perspectives are different from our own.
2. **Scenario:** Encouraging diversity in the workplace.
3. **Key Learning:** It's important that every member of the team is supporting and contributing to workplace diversity.
4. **Scenario:** Question on religious attire.
5. **Key Learning:** It takes time and patience to commit to diversity in the workplace. Grasp the opportunity to learn.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 7 – Inclusive Workplace

1. **Interactive Screen:** Creating an inclusive workplace. Include everyone. Take time to learn. Participate. Broaden your horizons.
2. **Scenario:** After-work drinks that compromise a team member's beliefs.
3. **Key Learning:** Social activities and practices that are comfortable for you may not be for everyone, and vice versa.
4. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 8 – Inclusive Manager

1. **Interactive Screen:** A workplace that promotes inclusion gains true value from its diverse workforce. Inclusive managers value diversity. What does an inclusive workplace look like? Promoting inclusivity. Fostering inclusion. Benefits of a diverse workplace.
2. **Scenario:** Team member considering a transfer because he doesn't fit in with the team.

3. **Key Learning:** Actively support inclusion by encouraging a diverse group of employees to learn about their colleagues.
4. **Scenario:** Making a team member feel part of the team.
5. **Key Learning:** You are responsible for providing staff with opportunities to interact, inside and sometimes outside of work.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 9 – Speaking Up

1. Summary screen that wraps up the module and provides details of where to go to speak up.
2. Attestation screen where learners attest that they will always act respectfully in the workplace.