

“ VALUING PERSONAL DIFFERENCES ”

The tension and conflict caused by being insensitive to others can be avoided in your organization. We do this by having a greater understanding of personal differences and by managing our reaction to those differences. Our attitudes and personal actions can help create a workplace in which differences are embraced. Respecting individual strengths encourages strong performance, high productivity, loyalty, innovation, creativity, and a steady source of knowledge.

Learning Objectives

- Understanding our cultural background, our natural strengths, and our areas for personal development
- Knowing and applying the skills of Respect, Understanding, Teamwork, and Participation
- Encouraging open and honest communication
- Giving positive feedback to others through Straight-talk
- Maximizing individual potential
- Enhancing knowledge, understanding, acceptance, and personal behaviors.

| Outline | | Time | | |
|---|-----------|--------------------------------|----------------|---|
| 1. Overview and Objectives | | 0:00 — 0:10 | | |
| 2. Introductions | | 0:10 — 0:30 | | |
| 3. Assess Your Comfort: Situational Differences | | 0:30 — 1:00 | | |
| 4. Perceptions | | 1:00 — 1:15 | | |
| 5. Core Skills | | 1:15 — 1:30 | | |
| 6. (Stretch Break) | | 1:30 — 1:40 | | |
| 7. It's More Than Words | | 1:40 — 1:50 | | |
| 8. Proverbs and Values | | 1:50 — 2:05 | | |
| 9. Communication: High and Low Context | | 2:05 — 2:20 | | |
| 10. Feedback and Straight-talk | | 2:20 — 2:30 | | |
| 11. Understand Cultural Differences | | 2:30 — 3:10 | | |
| 12. Discovering Diversity Profile: assessment | | 3:10 — 3:30 | | |
| 13. Debrief Results | | 3:30 — 3:50 | | |
| 14. Summary and close | | 3:50 — 4:00 | | |
| Audience | Length | Tools | # Participants | Format |
| All Employees | 3 - hours | Discovering Diversity Profile® | 25-30 | Classroom, leader led, interactive, skills practice |