



Diversity • Equity • Inclusion

Better Companies. Brighter World.™



COURSE
CONTENT
YOU CAN
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ANYTIME!

LEADING WITH DIVERSITY

Course Catalog

4 Competency Tracks PLUS Bonus Content:

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| Communication | Diversity

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Bonus Content

LEADING DIVERSITY

COMPETENCY TRACK

Leading Diversity

Overview/Description: Diversity is a fact of life in the modern marketplace and workforce. In this course, you'll learn skills to help you manage and leverage diversity for the benefit of the organization.

Target Audience: All employees

Course Duration: 37 min

Assets:

Title:

Diversity Management Practices Application
Diversity Management Practices
Diversity Preconditions Discussion
Personal Awareness Discussion
Personal Awareness
Diversity Trends Facilitation
Diversity Trends
Leading Diversity

Asset Type:

Guide
Slides
Slides
Guide
Slides
Guide
Slides
Skillbrief

Leading Across Cultures

Overview/Description: Globalization is a reality. Once, only explorers and world travelers needed to be culturally knowledgeable, but now most of us work with people from different cultural backgrounds. Our variations in attitudes, beliefs, and communication styles present daily challenges for business leaders charged with managing across cultures. Managing diversity is now a necessary skill.

In this course, you'll learn about leading diversity. You'll explore the dynamic nature of cultural intelligence (CQ) and how to grow it and use it to bridge cultural differences. You'll also discover techniques for motivating, influencing, and managing across cultures, and adapting your own leadership style. Finally, you'll learn about managing conflict across cultures by identifying and navigating cultural barriers and minefields.

Target Audience: All employees

Course Duration: 52 min

Leading with Values and Ethics

Overview/Description: Ethical leadership requires more than just being an ethical person. It requires modeling, embodying, and embracing characteristics such as honesty, integrity, and trust - while also fostering and encouraging positive ethics in those you lead. It sometimes means making hard decisions that still allow you to face yourself in the mirror every morning. In this course, you'll learn about the different aspects of ethical leading. You'll learn how to communicate expectations for ethical behavior in the workplace, and how your personal and professional values can guide you to make ethical decisions. You'll also learn how to handle common ethical problems and dilemmas, and discover how to make ethics an ongoing part of your work culture.

Target Audience: All employees

Course Duration: 39 min

Management Essentials: Managing a Diverse Team

Overview: The population as a whole is becoming ever more diverse. Naturally, these societal changes are mirrored in the workplace. The most forward-looking organizations recognize the importance of managing a diverse workforce effectively. In turn, those managers who have the skills to lead a diverse team successfully are highly valued. This course describes what diversity is, including its benefits. It also covers how to prepare to manage a diverse team by understanding key diversity issues and setting ground rules. Finally, it delineates techniques for managing a diverse team. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience: Individuals in a management role at any level, including supervisors, team leaders, professionals, departmental heads, directors, top management, and executives

Course Duration: 1 Hour

Job Aids

- Managing a Diverse Team
- Strategies for Preparing to Manage a Diverse Team

SkillBriefs

- Techniques for Managing a Diverse Team
- Preparing to Manage a Diverse Team
- Benefits of Managing a Diverse Team

Managing Diversity: Test Yourself

Overview:This Assessment Only course that covers use strategies for managing diversity in your organization.

Course: 15 Minutes

Target Audience: Mid- to upper-level managers and executives; all high potentials and fast trackers, including individual contributors

Diversity on the Job: Diversity and You

Course: 59 Minutes

Overview: Just as organizations must respond to demographic and social changes that introduce new languages, cultures, values, and attitudes to the workplace, so must you as an individual. To understand and appreciate diversity, you must develop an understanding of yourself and the ways in which you and others view the world. Your ability to use a variety of strategies to effectively deal with diverse situations in and out of the workplace is very important. Equally important is the ability to share these effective strategies openly, to leverage the diversity that exists within the organization.

This course identifies strategies to help you become aware of your attitudes toward diversity; increase your acceptance of diverse cultures, people, and ideas; and become an advocate for diversity within the workplace. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience: Anyone who has an interest in cultivating their understanding of diversity in the workplace

Job Aids

- Becoming a Diversity Advocate

SkillBriefs

- Communicating in a Diverse Setting
- Embracing Diversity
- Self-awareness and Diversity

Facing the Management Challenges of Difficult Behavior and Diverse Teams

Course: 31 Minutes

Expertise Level: Everyone

Overview: As a manager, it can be daunting to find yourself in charge of a diverse group, comprised of different age ranges, backgrounds, and experiences. It's inevitable that you'll encounter difficulties. Effectively handling conflict, whether it's team conflict or difficult employee behavior, is essential to productivity and requires developing conflict management skills.

This course covers useful techniques and processes for conflict resolution. You'll learn methods for resolving conflict when dealing with an employee's difficult behavior. You'll also learn ways of effectively managing team conflict and understanding and dealing with conflict in the workplace as a whole.

Target Audience: All individuals in a management role at any level, including supervisors, team leaders, professionals, departmental heads, directors, top management, and executives.

Job Aids: Dealing with the Challenges of Managing a Team

BUILDING TRUST

COMPETENCY TRACK

The Building Blocks of Building Trust

Overview/Description: Who can I trust around here? This is a more common workplace question than most of us might like to admit. Building relationships and trust within professional networks is done like a mason building a wall – one stone at a time. Trust is a core ingredient in positive relationships. Without it, the mason’s wall takes on a whole new analogy – a barrier, with no gate for entry.

This course explores trust what makes you and others trustworthy, and how to demonstrate trustworthiness through your own professional accountability.

Target Audience: Anyone who wants to develop or refine their skills for developing and sustaining trusting relationships.

Course Duration: 29 min

Assets:

Title: Demonstrating Trust

Asset Type: Job Aid

Trust Building Through Effective Communication

Overview/Description: Communication is most effective when you build and maintain the trust of the people you communicate with. In this course, you’ll explore how a clear intention is the basis of an effective communication, and how understanding your audience ensures that the message gets delivered. You’ll also learn how body language, vocal tone, and managing emotions can influence your communications and build trust with your audience.

Target Audience: All employees

Course Duration: 25 min

Assets:

Title: Making Your Intention Clear to Your Audience

Asset Type: Job Aid

COMMUNICATION

COMPETENCY TRACK

Using Communication Strategies to Bridge Cultural Divide

Overview/Description: It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by inappropriately crossing cultural boundaries. That's why building relationships across cultures is so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds.

In this course, you will learn about dealing effectively with cultural diversity to improve cross-cultural communication and build rapport. You'll also learn about the misunderstandings and behaviors related to a culture that can hinder good communication and ways to overcome them. Finally, you'll learn strategies for giving effective presentations to people from low- and high-context cultures.

Target Audience: All employees and individuals who want to develop and refine their cross-cultural communication skills.

Course Duration: 30 min

Assets:

Title: Cross-cultural Presentation Guidelines

Asset Type: Job Aid

Navigating Challenging Situations with Diplomacy and Tact

Overview/Description: You'll likely face unpleasant situations or tasks at some point in your career. Communicating with diplomacy and tact in these situations can inspire confidence. In this course, you'll learn to navigate difficult conversations and situations. You'll also learn how to communicate a difficult message effectively, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.

Target Audience: All employees and individuals who want to improve their ability to communicate in a more diplomatic and tactful manner

Course Duration: 30 min

Assets:

Title: Guarding Your Language with Your Boss

Asset Type: Job Aid

DIVERSITY

COMPETENCY TRACK

Global HR, Diversity, and Inclusion

Overview/Description: Recognizing and responding to global initiatives, current events, and trends can influence both domestic and global business practices. In this course, you'll learn about human resources in a global context. The course provides an overview of global HR trends and strategies, as well as legal systems and practices. HR's role in globalization is explored, along with approaches for enhancing diversity and inclusion.

Target Audience: HR professionals, managers and individuals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

Course Duration: 1 Hour, 54 min

Assets:

Title:

Asset Type: Skillbriefs

The Challenges of Organizational Values and Policies
Global Leadership Skills and Practices
Emotional Intelligence in DI
Key Aspects of Organizational Change
Diversity and Inclusion Strategy
Sustainable Inclusion
Diversity, Inclusion, and Globalization
Strategies for Managing Global Assignments
Different Types of Cultures
Establishing a Multicultural Organization
HR's Global Tasks
Levels of Law among Nations
Key Legal Concepts
Different Types of Legal Systems
Global HR Trends
HR and Global-local Strategy Models
Global Expansion Strategies
Business and Globalization in the 21st Century

Promoting Diversity and Avoiding Discrimination

Overview/Description: The modern workforce is as diverse as the world in which it exists, with employees representing an extraordinary variety of abilities, cultures, ethnicities, beliefs, and languages. leverage the full potential of the workforce, it's important for organizations, managers, and employees to evaluate and improve the ways in which they support diversity and inclusion, and help ensure employees are being treated fairly.

Target Audience: All employees

Course Duration: 6 min

Preventing Harassment in the Global Workplace-Managers

Overview/Description: As a manager, you play a vital role in supporting your company's efforts to create a workplace defined by respectful and professional interaction between employees. This includes not only preventing illegal harassment, but also avoiding intimidating, hostile, or otherwise uncivil behavior. You have a responsibility to model appropriate behavior in how you treat your employees and to address any instances of inappropriate conduct swiftly and appropriately.

This course explains why it is important for a company to foster a respectful work environment. It also presents strategies for addressing inappropriate behavior in the workplace.

Target Audience: All employees

Course Duration: 27 min

Assets:

Title: Handling a Complaint

Asset Type: Job Aid

Diversity on the Job: The Importance of Diversity and the Changing Workplace

Overview: Imagine for a minute that you work in a place where everyone is the same. All of your coworkers are of the same ethnicity, gender, educational background, and socioeconomic standing. Would you be able to easily generate new ideas? Would the group have the ability to understand things from a different point of view? Without diversity in the workplace, organizations run the risk of becoming monocultural and only viewing things from a very limited perspective. The organization provides the structure for operation of the business and often defines the culture, but it's the individuals interacting within the organization who carry out the mission of the organization.

Rather than address the legal underpinnings and requirements related to diversity, this course focuses on how to leverage the diversity that exists within the organization. It defines diversity and dispels some common myths that surround the topic of diversity. The importance of diversity within the ever-changing workplace is described, including the impact of globalization. This course also discusses the barriers and challenges that must be overcome in order to create a diversified working environment. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience: Individuals who have an interest in cultivating their understanding of diversity in the workplace

Course: 1 Hour

Job Aids

- Dispelling the Myths About Diversity
- Challenges and Barriers to Diversity

SkillBriefs

- The Benefits of Diversity
- Diversity Challenges and Barriers
- Myths about Diversity in the Workplace

Diversity - Its Value in the Workplace

Overview: Diversity has a direct impact on corporate success. In this Compliance Expert Impact, Catherine Guttman-McCabe explores the value of diversity in the workplace.

Target Audience: All employees

Course: 3 Minutes

Diversity - Overcoming Barriers

Overview: Barriers to diversity can exist at every level in an organization. In this Compliance Expert Impact, Catherine Guttman-McCabe explores where employers must take steps to remove barriers and promote diversity.

Target Audience: All employees

Course: 3 Minutes

BONUS CONTENT

ADDITIONAL MATERIAL

Title	Asset Type
The Present Paradigm	Video
Promoting Organizational Values	Video
Essentials of Creating an Inclusive Culture	Video
Business Case for Diversity and Inclusion	Video
Hire Women: An Agile Framework for Hiring and Retaining Women in Tech	Book
Starting an ERG	Video
What's in a Name?	Video
MIT Sloan Management Review on Leading Across Cultures	Book
Motivation and Performance: A Guide to Motivating a Diverse Workforce	Guide
Diversity of Thought	Video
MIT Sloan Management Review on Embracing Diversity in Your Leadership	Book
Say Anything to Anyone, Anywhere: 5 Keys to Successful Cross-Cultural Communication	Book
Diversity and Covering	Video
LGBT Diversity	Video
Unconscious Bias and Its Role in Diversity	Video
Making Diversity Work: 7 Steps for Defeating Bias in the Workplace	Guide
The Inclusion Dividend: Why Investing in Diversity and Inclusion Pays Off	Guide
Motivation and Performance: A Guide to Motivating a Diverse Workforce	Book
Leadership and the Sexes: Using Gender Science to Create Success in Business	Book
Flex: The New Playbook for Managing Across Differences	Guide
Create Cultures of Inclusion	Video
Personality and Bias	Video
Gender Bias	Video
What Inclusive Leaders Do Differently	Video
Check Your Biases	Video
Dealing with Unconscious Bias	Video
Unconscious Bias	Video
Experience new cultures to Soften Bias	Video
How Inclusive Leaders Create Workplace Diversity	Video
Managing Diversity 3.0	Book
Everyday Bias: Identifying and Navigating Unconscious Judgement in Our Daily Lives	Book
Diversity & Inclusion: When Are We Done?	Video
Diversity & Inclusion as Diet and Exercise	Video
Implementing Diversity & Inclusion: Leaders and Believers	Video
Implementing Diversity & Inclusion: The Sweet Spot	Video
Diversity & Inclusion is Hard	Video
What is Cultural Competency?	Video
The Multicultural Mind: Unleashing the Hidden Force for Innovation in Your Organization	Book
Leading with Cultural Intelligence: The Real Secret to Success	Book
The Threat of Diversity	Video
Two Ideas for Inviting Diversity	Video
Diversity as a Driver of Innovation	Video
Diversity at Work: The Practice of Inclusion	Book
Managing Diversity 2.0	Book

Title	Asset Type
Managing Diversity	Video
The Importance of Diversity	Video
Essential Concepts of Cross-Cultural Management: Building on What We All Share	Book
Generations at Work: Managing the Clash of Boomers, Gen Xers, and Gen Yers in the Workplace	Book
Motivating a Multicultural Workforce	Book
Diversity in Business	Video
Managing Cultural Differences: Global Leadership Strategies for Cross-Cultural Business Success	Book
Fostering Diversity of Thinking	Video
Championing Diversity	Video
The Diversity Code: Unlock the Secrets to Making Differences Work in the Real-World	Book
The Importance of Diversity for Creative Energy	Video
Tapping Diversity to Maximize Innovation	Book
The Role of Diversity in Driving Employee Engagement	Book
Four Generations, One Workplace	Video
The Role of Creativity and Diversity in Leadership	Video
Do Differences Matter? Perhaps.	Video
Are You Diversity-Challenged?	Video
Why Strategic Diversity Management Now?	Video
Redefining Diversity	Video
Diversity and Inclusion	Book
Managing Gender Bias	Video
Recognizing Gender Bias	Video
Embedding Diversity & Inclusion in Daily Operations	Video
Unconscious Inclusion	Video
Cultural Communication	Video



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