



LEADING DIVERSITY, EQUALITY & INCLUSION IN THE WORKPLACE

CERTIFICATED PROGRAM





Leading Diversity, Equality & Inclusion in the Workplace

OVERVIEW

This course will explore the opportunities and challenges leaders have when working in and managing diverse and inclusive workplaces.

The three-part course helps organizations provide diversity and inclusive leadership skills so they can treat people fairly in the workplace. The course looks at the key values that need to be in place so leaders and employees can come together to appreciate and celebrate each other's uniqueness. The course builds a strong set of core values and gives leaders a common a set of diversity, equality and inclusiveness tools they can use in the workplace.

Leading Diversity, Equality & Inclusion in the Workplace

OVERVIEW

Canada is rapidly changing into a very diverse country, and our workplaces are mirroring this effect. The combination of Canadian population aging, immigration increases (now at 500,000 plus per year) along with the removal of mandatory retirement has created a very diverse workforce for Canadian organizations.

With these workforce changes, leaders in organizations have many new challenges to meet.

For example, leaders find it is commonplace for their organizations to have 18-year old's working side by side with 75-year old's while at the same time having 10 or more different languages spoken in their workplace. Changing times!

The course Leading Diversity, Equality and Inclusion in the Workplace explores the issues of a changing workforce from a leader's and employees' perspective. The course examines the values and importance of all embracing all Canadian workers irrespective of gender, age, race/ethnicity, sexual orientation, religion and other dimensions of diversity in order to remain valuing, caring and competitive.

In addition, the course proactively helps leaders apply the learning from the course directly into their workplaces so they can proactively address the cultural changes that are taking place.



Module 1: **Understanding Diversity, Equality, and Inclusivity**

90 minutes

Module One defines and discuss the key concepts round the subjects of diversity, equality and inclusivity so all participants have clarity and the confidence to go learn about the subjects together as a team in a safe environment. The module clarifies the law regarding harassment and discrimination in the workplace.

Module One introduces important research provided by Deloitte and showcases the six signature leadership traits required for inclusive leadership in organizations.

This module also looks at diversity changes around the world in Canada/Alberta/Calgary so participants can recognize the change in demographics and the opportunities provided by the changes. Participants will learn and discuss the opportunities presented by:

Module 1:

Understanding Diversity, Equality, and Inclusivity

90 minutes

Diversity of markets:

As Canadas changes, demand is shifting and this is impacting all organizations. New market and new market demands represent the single biggest opportunity for many organizations.

Diversity of customers/clients:

Client demographics, attitudes and expectations are rapidly changing. Empowered through technology and with greater choice, our customer bases are growing more diverse with changing expectations.

Diversity of ideas: Rapid technology, hyper-connectivity, deregulation/new regulations, changing community values are disrupting our workspaces.

Diversity of talent:

Shifts in age profiles, education, and migration flows, along with expectations of equality of opportunity and work/life balance.

Senior Leaders Module Only

The module looks at the business case for diversity as it pertains to hiring, innovation, talent, and leadership to empower the organization to move forward to embrace future opportunities.

The module also addresses at the challenges of bringing diversity and inclusion issues into the workplace as training and gives leaders a discussion opportunity to develop tools to safely initiate diversity training.



Module 2:

Communicating the benefits of Diversity, Equality and Inclusivity

90 minutes

This module examines the challenges and opportunities involved with communicating diversity issues in the organization.

Module 2 explores the three kinds of bias impact communication, understanding and team culture, as well as effect human resource decisions like hiring and promotion.

The module provides leaders an understanding of how biases are formed and specifically addresses how many types of bias (implicit or unconscious bias, systems bias, gender, affinity, beauty, ageism, confirmation etc.) impact decisions on many levels in an organization.

This session establishes a foundational understanding of how bias affects decision-making at both a leadership level and employee level.

This module will also have leaders discuss strategies to act on helping their organization recognize and disrupt organizational bias which can occur.



Module 3:

Applying Diversity and Inclusivity principles in your workplace

90 minutes

This module has participants review and proactively utilize their learning from the past 2 modules. The module creates opportunity for safe but honest conversations about the challenges of leading more diverse and inclusive organizations and/or teams in the organization.

The module will help leaders celebrate where they are at and identify opportunities for change or improvement.

This module:

- Provides answers to questions people have about diversity, equality and inclusion in the workplace
- Gets honest perspectives of where the organization is currently on diversity issues
- Identifies opportunities for improvement
- Recognizes successes that have occurred
- Participants discuss realistic actions that could be taken
- Participants discuss the next steps
- Creates possible “projects” leaders and teams will develop to help the organization move toward an inclusive or diverse workplace.



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