



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

*Thought Provoking
Action Oriented
Practical Guide*

Diversity & Inclusion Training

Unity in Diversity: The Power of Differences

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Do you have an inclusive culture?

Do you have any biases and blind spots?

Are you aware of our Dark side (the shadow)?

Do you want to remove silos and build bridges?

Do you know what Ethnocentrism means?

If not, would you like to:

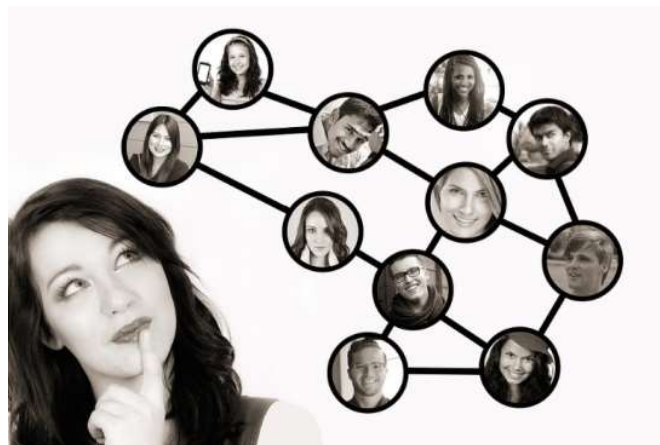
- Understand the importance of diversity
- Improve workplace relationships
- Be aware of cultures and differences
- Manage relationships with team members
- Eliminate biases and use emotional intelligence
- Learn about the culture of P.O.W.E.R.
- Create an inclusive environment



INITIAL SITUATION

GENERAL OBJECTIVES:

- Understand the importance of diversity.
- Learn how to manage values that are linked to a diverse workplace.
- Understand how individuals and organizations build invisible walls.
- Comprehend the attributes of diversity.
- Develop an awareness of the factors that influence culture.
- Discover why communications is key.
- Building an inclusive environment with diversity and inclusion best practices.
- Eliminate biases, judgements and preconceived notions.
- Use emotional intelligence to examine how we see ourselves & others.
- Understand how much we have in common.
- Develop techniques to build bridges to stronger relationships.



TRAINING LOGISTICS:

- Conduct **Pre-Training Assessments** for customization.
- Training will be conducted on-site at a location of your choice.
- Training for maximum 25 individuals per batch.
- **Follow-up activities** that help retention.
- **Free post training** off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program.



Our Vision

Create a workplace where:

- We “Get 100%, out of 100% of the Employees, 100% of the time” - James O. Rogers.
- There is excellence in the workplace experience.
- Productivity thrives.
- Individuals adapt to unforeseen circumstances.
- Senior team works toward a shared vision of success.
- Team members feel recognized, and receive support within the organization.



Our Commitment

We understand that you are embarking upon a major initiative where your main focus is on fostering diversity & inclusiveness in your organization. We are also aware of the importance of this initiative.

This proposal is based on our current understanding of your culture. We have yet to determine the specifics. At this point we don't know what we don't know.

We will customize it to reflect the findings of our analysis, talks and discovery.

We are ready to impress upon you that we have the drive and determination to fulfill your objectives for this project.



Encore's Philosophy

RESPECT the individual.

We recognize that every group includes a wide range of individuals with differing needs and abilities. We work to create and maintain an atmosphere of openness and trust, and we value each individual's contributions.

DO RIGHT by the customer.

We always do the right thing. We strive to make every interaction with ENCORE a positive, friendly, and warm one. We care about our clients and want them to succeed, so we are always prepared to go above and beyond for them. We work to add exceptional value to every program or presentation.

LIVE with integrity.

Integrity isn't a 9 to 5 job for us. We put our core actions into practice every hour of every day. Living with integrity also means that we operate with consistency: What you see is what you get. What we say is what we do.

PROVOKE thought.

We train for lasting change and results. We can't get that if we don't make our process an active one. We don't bring about change if we do the thinking for our clients; so rather than provide answers, we offer tools that help people figure things out for themselves.

ENCOURAGE positive disagreement.

Organizations that stuff offices full of people unwilling to give honest opinions can't grow and maintain their vitality. We train our clients to welcome conflict and teach them to use it as a constructive force. Open dialogue, different ideas, and fresh perspectives are welcome and desired in all of our workshops and engagements.

SHOW, don't tell.

We recognize the many different ways individuals learn, and listening is only a small part of the process. All of our programs include active, hands-on learning to help participants boost their performance.

Why Encore

- Not just a vendor but a **partner** in your progress
- Our pre-training comprehensive assessments
- Experiential and active learning vs passive learning
- We make learning a fun experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience



Our Approach

Strong teams are not created overnight. They aren't formed by policy, procedure, or measuring key performance indicators (KPIs).

High-performing cultures have alignment in values and mission. They build an environment where employees can bring their best to work in order to yield a high performing organization.

Our intention is to have a behavior changing transformation in your organization. We've seen organizations transcend their cultures and ignite success time and time again. Our goal is to provide an experience that builds confidence and gives the tools to begin one of the most important journeys in your organization's history.

A BLENDED TRAINING STRATEGY

Define	In-depth Assessments	Pre-Training Interview	Build Response Mechanism	Identify KPI's
Design	Training Elements and Interactive Content	Secure Buy-ins from key Stakeholders	Produce Training Guide	Prepare Presentation
Deliver	Customized Training	Conduct Group Interactive Elements	Train-The - Trainer where required	Review Effectiveness with Stakeholders
Drive	Post-Training Assessments	Implement Post-Training Accountability Measures	Post-Training Live Follow-up Webinars	License Content



Encore's Unique Techniques

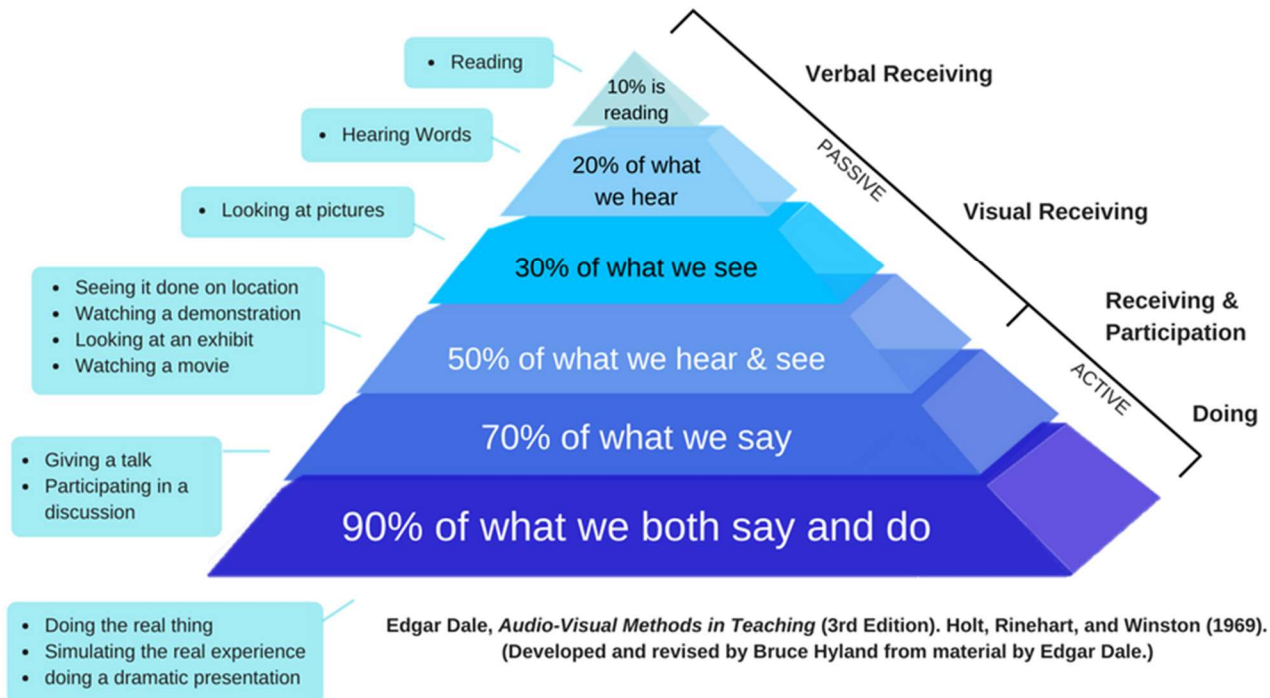
- Culture and language integration. We will integrate your company's unique language into our training. Terms and particular situations exclusive to your company will be implemented as well.
- We incorporate the best of the East and West with our Wholistic approach.
- As a small company we are agile and adaptable to your company's schedule and training needs.

*"Diversity and Inclusion is a top-to-bottom business strategy – not just an HR program."
– Josh Bersi*



Cone of Learning

We Tend to Remember Our Level of Involvement





Training Outline

INTRODUCTIONS AND WARMUP

- Review Objectives of this training
- Meet and greet – Warm up exercise
- How we learn
- How to have fun on the job
- Individual Exercise: Who Are You?

WHAT IS DIVERSITY

- Activity (Group) -Brainstorm what is Diversity
- The Big Picture
 - Cultural Diversity
 - Ethnocentrism
 - Organizational Diversity
 - Personal Diversity
- Dimensions of Diversity – Where differences come from
 - Primary
 - Secondary
- Individual Activity – Organizational influence

WHAT IS INCLUSION

- Inclusion vs. Exclusion
- Finding common ground
- Individual Exercise: Inclusive Work Environment

CURRENT ENVIRONMENT

- Individual Activity – Assessment of your environment
- Core Values
 - Vision
 - Mission
 - Purpose
- The Way It Is Done – Group behavior
- Review Current Trend and Statistics
- Group Exercise: Compare and Contrast

WHY IS D&I IMPORTANT?

- Activity (Group) - Brainstorm why D&I is important
- Understand the importance of supporting an Equal Opportunity policy
- Organizational Culture Evolves
- Your Departmental Lexicon
- Culture and the Organization
- Group Exercise: The Pyramid

CULTURE

- What is culture?
- Bias, prejudice & stereotypes – how to deal with it
- Suspending judgements – getting the complete picture



- Valuing differences – unity in diversity
- Creating harmony in a fast-paced environment
- Fostering Goodwill – creating a positive energy
- Activity – PRO/CON

MANAGING DIVERSITY IN WORKPLACE

- Personal P.O.W.E.R.
- It starts with Leadership
- Buy-ins from all stake holders
- Role Model Behavior
- Walls or Bridges
- Group Exercise: Building Walls, Building Bridges

CHANGING HABITS – OUTSIDE THE BOX APPROACH

- Power of Habits
- Key habits - Group Activity
- Unfreezing old Values and Habits
- Creating new Values
- Five essential qualities – Mody's A's
- Overcoming procrastination - Willpower to create good Habits
- Individual exercise – Improving your personal habits
- Appointing an external independent mentor/team
- Transcending Boundaries and bringing new life

DIVERSITY AND INCLUSION BEST PRACTICES

- Fair treatment
- Equal access
- System of redress and being heard
- Teamwork & collaboration
- A focus on innovation & creativity
- Representation across at all levels and positions

IT'S ALL ABOUT PERSONALITY

- Group Exercise: Personality traits
- Exercise in pairs: Getting to Know You
- Group Exercise: Diversity Toolbox

EMOTIONAL INTELLIGENCE (EQ)

- What is EQ
- EQ in Workplace
- Positive Emotions and its effects
- Negative emotions and its effects
- Awareness
 - Staying in the present
 - Taming the Shadow (Dark side)
- Understanding Empathy
 - Understanding of others
 - Walking in the other person's shoes
 - Exercise in Pairs - Understanding



COMMUNICATION SKILLS

- What makes communication effective
- Elements of face to face communications
- Different forms of communication
- Tone of your voice and body language
- The power of inquiry
- Giving and receiving feedback
- Active Listening
- Barriers to communication
- Group Activity – Yes/And

SENSITIVITY TRAINING

- Culture of trust and respect
- Accessibility Respectfulness
- Preventing Harassment
- Responding to complaints
- The importance of documentation
- Internal investigations
- Understanding and preventing retaliation

SOCIAL INTELLIGENCE AND TEAMWORK

- Power of influence – Individual Activity
 - Identify your areas of concern
 - Build your influence (model)
 - Actions you can take to increase your influence
- Managing differences and conflicts:
 - Creating Win-win situations
 - Relationships
- Diluting Ego
- When things go wrong
- Taking Ownership
- Group Activity – Win all you can

BUILDING TRUST - RELATIONSHIP AND INFLUENCE

- What is Relationship
- Trust is earned
- Assessing the situation
- Inspiring your team
- Being a magnet - Uniting & Bridging
- Instilling Passion
- Reinforcing Shared Goals
- Understanding their Personality style and How It Affects Performance
- Building Solid Rapport & Credibility
- Deepening relationships.
- Building an unbreakable trust
- Power of influence – Individual Activity
 - Identify your areas of concern



- Build your influence (model)
- Actions you can take to increase your influence
- Class discussion: Share actual situation

LEADERSHIP AND MANAGEMENT SKILLS

- Qualities of successful people
- Becoming an emotionally intelligent Leader
- Building credibility - Ethos, Pathos, & Logos
- Pull vs push Leadership
- Servant Leadership

MANAGING CHANGE

- Fundamentals of change management
- Power of habits
- The process of change – Managing people & performance
- Obstacles to change
- Coping with Uncertainty and fear
- Know the importance of change and that it is constant
- Master the four stages of change
- Learn how effective inquiry can give greater understanding
- Develop more effective behaviors to handle change – Mody's 5 A's
- Acquire the ability to D.E.A.L. with change
- Group activity: Discuss changes that have happened in your Organization

CLOSING

- Finalizing your personal SMART Action plan
- Developing a personal commitment for change
- Recap and review
- Words of Wisdom
- Answer questions
- Class Debrief

Note: The above is just a representative of some of the topics we include in the training. It is much more than a day's worth of training. All topics will be customized to your situation and needs once we do a needs assessment.



Experiential Learning

Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including group discussion, engaging group activities, visual aids, live speaking, and role-playing exercises. This active approach to training has been proven to increase understanding & retention for maximum results.

The key to learning that results in meaningful behavior change is creating an interactive session that uses learning techniques that actively engage participants. To this end our sessions use storytelling, humor and movement to enhance the dissemination and assimilation of core learnings. This is in addition to leveraging the following tools and methods to engage learning:

1. Group Discussion and Brainstorming – Facilitated discussion to provoke thought, encourage participant contribution, share resources and stimulate learning in a safe environment
2. Method Demonstration – Instructor demonstrates skill sets for participants to aid in understanding, to stimulate student interest and to provide a model to follow
3. Practice – Students put to action in real-time new skill sets
4. Cooperative Learning – Working in cooperative groups, gaining from each participant's efforts creating an atmosphere of achievement
5. Role Play – Requires active involvement of participants and provides a safe environment to test new skills
6. Individual and Small Group Activities – Learning through self-assessment and reflection and through peer collaboration to come to great understanding through participants' efforts
7. Visuals – Reinforces key learning points, improving audience participation
8. Case Studies – Review actual cases that demonstrate the challenges leaders face and the choices that are made.





Post Training Outcomes

There are a number of ways we can measure the efficiency of the training in the long run:

- Business Impact
- Behavior Observation
- Learning outcomes
 - Knowledge
 - Skills
 - Attitude
- Reaction – Participation Satisfaction
- Level of Interaction
- ROI
- Improvements in internal and external communications



We will assist in installing an effective measuring mechanism after our Discovery and assessment stage.

Optional Follow-up for Long-Term Effect

(A multi-layered post training approach to keep up the momentum after the training)

1. **Free** Executive meetings for review of feedback and monitoring mechanism till the completion of this program
2. **Free** post training off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program.
3. **Optional** Live or Pre-recorded Webinars (15 to 60-minute learning sessions) ending with an action item. Individual continuing learning at all levels to keep up the momentum This will include reinforcement of the universal principles and additional items that could not be included in the training.
4. **Optional** Half day onsite Supervisor and Department Leader coaching sessions. These sessions will train leaders to conduct training for their respective groups as needed for their department. This will be a tailor-made approach for the Organization based on the unique needs and outcomes expected.



How to Make Training Stick

Success Factors

1. Alignment of Vision, values and philosophy
2. Buy-ins across the board from senior management
3. How much ownership each employee will take
4. Motivation and role-model behavior coming from top to bottom
5. Defining individual roles in this initiative
6. Improved communication between all levels and departments
7. Class evaluations
8. Installing a system of quantifiable measurements (KPI's) to assess the progress
9. Accountability from all levels of the workforce
10. Transcending barriers and unexpected occurrences

Success Factor Ranking

Training That Sticks

Research has shown that management makes the biggest difference when it comes to the success of training their teams. Follow this chart to see where the priorities really rank.

	Before	During	After
Management	1	8	3
Trainers	4	2	9
Trainees	7	6	5

Management is the most important link in the process of helping employees retain what they learn from a company's training efforts.

**Bob Pike, 1992*



Benefits of our Offering

1. Robust pre-training Assessment
2. Thorough brainstorming with executives before the training
3. Experiential and Active training
4. Experienced Instructors

Benefits to your Organization

1. Manage Effectively
2. Positive Environment
3. Top-down Initiative with Role Model Behavior
4. Confidence that the Vision is Clearly Communicated
5. Harmony within the Organization
6. Positive behavioral change

Benefits to your Staff & Managers

1. Positive Learning Environment
2. Experiential Opportunities
3. Thought Provoking Process
4. Works the Little Gray Cells
5. Improved Retention of the training
6. Increased understanding of the importance of diversity & inclusiveness

CLIMBING THE SOFT SKILLS LADDER





References

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Next Steps:

To get the most out of this customized training program, follow these steps:

1. Read the topical outline in the previous pages
2. Give us a call to discuss contents or for any changes or modifications
3. Discuss the pricing with us
4. Get the necessary approvals for this training
5. Select topics you believe are most important for your organization or let us plan a comprehensive package
6. Secure the delivery dates
7. Determine a discovery and pre-assessment call with our trainers
8. Now relax – we will do the rest.

Don't hesitate to reach out if you have any questions!
Call us at [678-766-6666](tel:678-766-6666) to discuss.

