



Diversity and Inclusion Training FWI's Approach



The FutureWork Institute



Our Research Shows That Best Practice Companies See Diversity As a Long-Term Change Process



Actions
What

BUSINESS ENVIRONMENT

The Actions

What Do We Need to Do?

Drivers
How

The Drivers

How Will We Do It?

Stages
When

The Staging

When Will We Do It?

Our Approach Highlights The “Actions” That Determine What Has To Change...



The “What” of Change



“Do we have an inclusive culture where each person feels he/she can succeed?”

“Why do we need to change?”

“What are our business rationale/ objectives for doing diversity and inclusion work?”

“What are our priorities and who will do what?”

“How can we integrate our diversity efforts with our people and business processes?”



...The “Drivers” Which Make The Diversity Change Process Take Root...



The “How” of Change

Four critical diversity change drivers include:

Leadership

Communication and Involvement

Education and Training

Measurement and Accountability

...And the “Staging” that Sequences the Steps in the Diversity Change Process



The “When” of Change



Unfreeze
Set the direction

Create the desire and will to change

Mobilize
Communicate and build confidence

Realize
Secure wide-spread shift in behavior

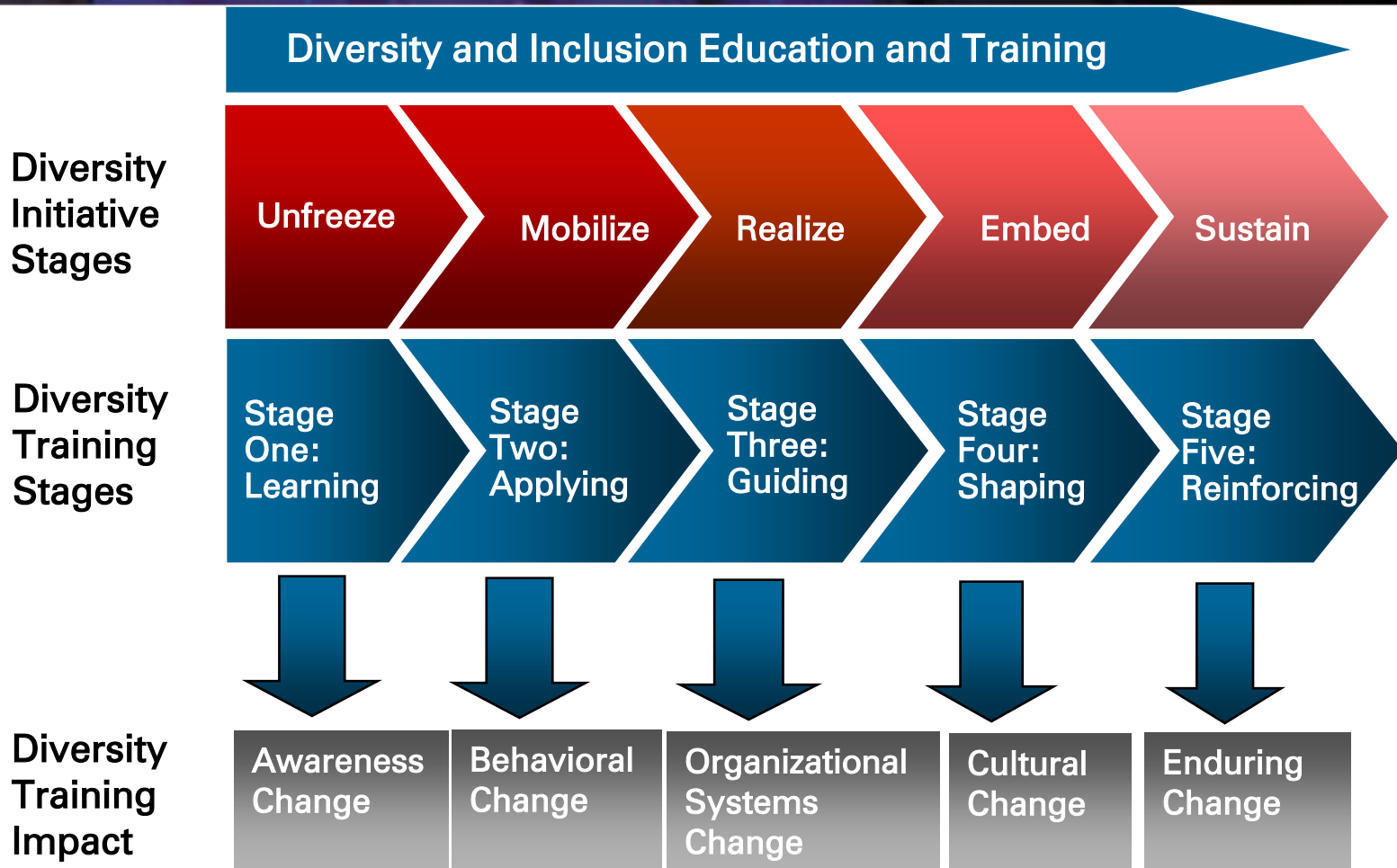
Reinforce
Underpin with change in structure and people processes

Sustain
Strive for continuous performance improvement





The D&I Training We Offer Aligns With This Change Process





***FWI Training Philosophy
D&I Learning Rooms and Dialogues
MOT Curriculum
The Co-Creation Process***





Training Philosophy



■ ***Our Philosophy of Training***

- We focus on the positive (e.g., how cross-cultural understanding adds richness)
- We are direct and honest (e.g., we avoid code words like alternative lifestyles when we mean gay or lesbian)
- Yet non-confrontational (e.g., we do not purposefully antagonize individuals or groups to make a point)
- We advocate using mixed facilitation teams (e.g., gender and/or race mixed)
- We believe the learning environment needs to be highly interactive (e.g., simulations and experiential activities, not exclusively lecture-based)
- At the same time, the learning needs to be rich in content and not just process (e.g., use of conceptual models, best practices, and transferable skills rather than repeatedly asking participants how they feel about a topic or an issue)



D&I Learning Rooms and Diversity Dialogues



GENDER AND RACE

1. Does Gender Matter? Style Sponsorship and Success
2. Gender Matters: Navigating the Unwritten Rules
3. GenderFlex: Understanding Male/Female Communication S
4. Race Matters: Breaking the Silence
5. Race Talk: Deeping the Black and White Dialogue
6. White Men and Diversity: The Tri-focal View

CULTURAL COMPETENCY

7. CultureFlex: Understanding Cross-Cultural Differences
8. When Cultures Collide: Cross-Cultural Dialogues and Virtual Teams
9. One World, Multiple Cultures: Understanding Cross-Cultural Differences in Healthcare
10. *Respeto and Simpatia*: Dialogues on Latino Cultural Differences
11. Harmony, Hierarchy and Face: Dialogues on Asian Values, Behaviors and Shifting Perspectives

UNCONSCIOUS BIAS

12. Focusing on Unconscious Bias Through a D&I Lens
13. 2. You're So _____! Unconscious Bias and Cultural

GENERATIONAL DIVERSITY

14. Uncommon Threads: Generational Dialogues from the Matures to the Millennials
15. I'm ok, r u ok? Managing Generational Diversity

LGBT DIALOGUES

16. Shifting Winds: Dialogues on LGBT Perspectives, Perceptions and Policies
17. In and Out of the Closet: Gays and Lesbians at Work
18. IgbT: Are You Ready for the T?

MICROINEQUITIES AT WORK

19. Nanobites That Sting: From Microinequities to a Culture of Inclusion

LENSES, LAYERS AND LEGACIES

20. Lenses, Legacies and Leadership: Understanding How We look at Differences
21. Diversity and Your Identity Zones
22. Values Diversity: Aligning Individual and Organizational Values
23. Emotionally Intelligent Diversity Management
24. Career Diversity: Managing Five Archetypes
25. Diversity and Innovation

VOICES OF DIVERSITY

20. Voices of Inclusion: Do You Hear Me?
21. Dialogues on Dimensions of Diversity
22. Workplace Realities: Responding to People with Disabilities
23. One World, Many Faiths: Courageous Conversations About Religion and Spirituality

We Work With Clients to Customize “Diversity Moments of Truth” Modules into a Curriculum



Each example presented below is focused on building awareness and skills around one aspect of diversity and can be combined to target specific business needs.

MOMENT OF TRUTH	ASPECT OF DIVERSITY	SKILL BUILDING
Kick-off Module	Diversity and Inclusion	Interactive Theatre With focus on Specific Behaviors/Skills, Unconscious Bias and Microinequities
Skills Assessment and Development	Women: Male/Female Communication/Style Differences	Coaching for Development
Development and Promotions	People of Color/Ethnic Minorities: Right “Fit”	Giving Feedback and Becoming a Diversity Ally
Running Meetings	Accents/Different Cultures/Introverts-Extroverts	Managing Social Styles/Thinking Styles/Interaction Styles
Client Interactions: Internal/External	Gay and Lesbian “Straight Talk”	Conflict Resolution
Work/Life Flexibility	Generational Differences	Managing GenXers/Millennials
Leveraging and Respecting Cultural Differences	Cultural Differences	CultureFlex: Cross-Cultural Adaptability

Other topics include religion, people with disabilities, etc.

**The Co-Creation Process:
*Some Design Options for
Combining Different Program Elements***





Co-Creating and Combining: Options #1 - #4



■ Option #1: Marketplace and Workplace 2021: See the Future to Be the Future

- Interactive Quiz
- A Day in the Future Video
- D&I 2021: What Does the Future Hold?
 - Multimedia Presentation
- Self-Assessment Group Results
- Group Action Planning

■ Option #2: Diversity and Innovation

- The Brain Game
- People: The Innovation Factor
- Diversity and Innovation: Making the Connection
- Interactive Theatre: Innovation at Work
- Action Plan: Bringing it Home to 3M

■ Option #3: Unconscious Bias and Inclusion

- Cultural Introductions and Unconscious Bias
- Self-Assessment and Group Results
- Inclusion Barometer
- D&I Dilemma and Action Plan
- Skill: Point it Out, Check It Out, Work It Out

■ Option #4: Nanobites That Sting: Microinequities at Work

- What are Microinequities?: Partner Exercise
- Microinequities: Hot Buttons Exercise
- Self-Assessment and Group Results
- Interactive Theatre
- Gallery Walk: Charts with Weil Data
- Action Plan

Co-Creating and Combining: Options #4 & #5



■ Option #5: Gender Dynamics at Work

■ Gender Matters

- Impact of Environment and Early Messages: Partner Exercise
- Impact of Brain Structure
 - Talking to a Wall Video
- Impact of Media: Visuals
- Impact of Leadership Style: Gallery Walk or Human Barometer
- Self-Assessment and Group Results

■ GenderFlex: Communication Styles

- Difference in Style, Structure and Content: Partner Exercise
- Report Talk and Rapport Talk
- GenderFlex: Three Options
- Action Plan

■ Option #6: Uncommon Threads: Understanding Generational Differences

■ Introduction to Generational Trends and Attitudes

- Introductory Exercise
- Human Barometer Exercise: Subliminal Stereotypes and Group Debrief
- Multimedia Presentation on the Four Generations in the Workplace

■ Generational Dialogue vs. Debate and Empathic Listening

- Generational Attitudes Quiz and Dialogue/Debate Between Participants with Different Opinions
- Self-Assessment and Group Results

■ Generational Dialogues and the Four L's

- Skills Application of 4L's Model to Generational Dialogues
 - *"My Life is a Lot Bigger Than Work"*
- Action Planning

Co-Creating and Combining: Option #7



■ Option #7: CultureFlex: Working Across Cultures

- Defining Culture
 - Cross-Cultural Quiz
- Identifying Cultural Challenges
 - Intercultural Hot Buttons Exercise
- Understanding Your TMA Worldprism Cultural Profile: Partner/Table Exercise
 - Relating
 - Regulating
 - Reasoning
- Case Studies: Interacting with Clients/Colleagues from Different Cultures
 - Impact of Cultural Factors on the Sales/Work Process
- Developing an Individual Action Plan
 - Clients, Team, or Personal Actions