

MODULE HIGHLIGHTS

Module Purpose

This module is a social building block for understanding diversity and developing skills for working in environments and workgroups composed of diverse individuals.

High-performance organizations of the 21st century emphasize the importance of:

- ◆ Diversity and inclusion.
- ◆ Valuing diversity.
- ◆ Using the advantages of diversity and inclusion for growth and expansion in a global marketplace.

Diversity covers a wide array of topics including race, gender, ethnicity, age, disability, sexual orientation, physical ability, and much more.

Module Objectives

Part 1: Recognizing the Advantages of Diversity

- ◆ Define diversity and recognize the many dimensions of diversity.
- ◆ Identify the value of diversity to high-performance organizations.
- ◆ Identify the importance of diversity as a high-performance business initiative.

Part 2: Valuing Individual Contributions

- ◆ Identify qualifications that describe each individual's essential value.
- ◆ Explain how results are achieved through the unique contributions of each individual.
- ◆ Describe how individual differences and contributions are important to organizational results.
- ◆ Describe the impact of stereotyping.

Part 3: Communicating Effectively About Diversity

- ◆ Review Communication Guidelines
- ◆ Demonstrate effective communication techniques for dealing with diversity.

Part 4: Leveraging Diversity

- ◆ Demonstrate how leveraging individual diversity can help meet business challenges.
- ◆ Write an action plan for leveraging diversity in your organization.