

Sensitivity Training

Course ISI-1551

One Day

Instructor-led, Hands on

Introduction

Sensitivity training is crucial in creating a workplace that is inclusive, and a safe place for all to work. This course will look at interactions within a group but will be more focused towards individual's behaviors and emotions.

With our one-day, instructor-led Sensitivity Training workshop you will introduce topics to promote sensitivity, as well as the benefits that come along with it. It will also describe the steps that should be taken when it is determined that employees are not in compliance with the business' policy. This will then help to foster positive relationships between co-workers, and in turn benefit the whole organization.

At Course Completion

Upon successful completion of this course, students will be learn about topics such as:

- Benefits of sensitivity training
- Stereotypes
- Discrimination
- Sex and gender stereotypes
- Age
- Disabilities
- Religion
- Handline complaints

Prerequisites

None

Course Outline

Module 1: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop objectives

Module 2: Introduction to Sensitivity Training

- Definition
- History
- Who Needs It?

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

- Goals

Module 3: Benefits

- Raising Awareness
- Interaction
- Behavioral Changes
- Productive Workplace

Module 4: Stereotypes

- Explicit
- Implicit
- Purpose
- Effects

Module 5: Discrimination

- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module 6: Sex and Gender Stereotypes

- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module 7: Age

- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module 8: Disabilities

- Employer Responsibility
- HR and Best Practices
- Elephant in the Room
- Overcoming Stereotypes

Module 9: Religion

- Employer Responsibility
- HR and Best Practices
- Elephant in the Room

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- Overcoming Stereotypes

Module 10: Handling Complaints (I)

- Develop Process
- Publish Process
- Train Employees
- Assess the Effectiveness of the Process

Module 11: Handling Complaints (II)

- Gather Information from the Complainant
- Evaluate the Credibility of the Complaint
- Interview Those Involved
- Take Action Against the Offender

Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations