

Slide 1



Participant Handbook
1 hour Workshop

Slide 2

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Learning Objectives

- Increase your awareness of how perspectives affect the workplace
- Examine the impact of 'difference' in the workplace
- Identify barriers to inclusion in the workplace
- Increase your awareness of the benefits of inclusion
- Improve your ability to communicate more effectively – *inclusively*

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Introductions: What is your story?

- Share a **positive** childhood experience that helped to make you who you are.
- Keep it Suitable for Work (SFW).
- Maximum 30 Seconds, please!

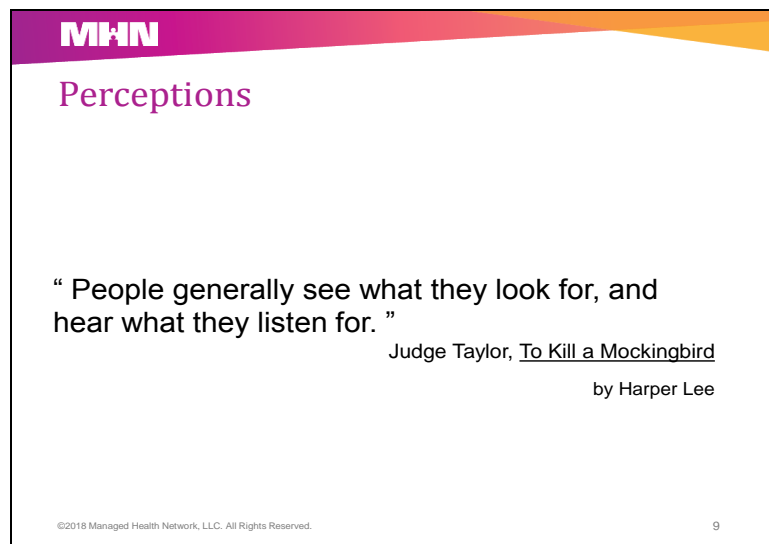
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Slide 4



Slide 9



Slide 10

Slide 10 features a header with the MHN logo on a purple-to-orange gradient bar. The main title "Communication" is in purple. The central text "Inclusive Communication Inventory" is in black. The footer contains the copyright notice "©2018 Managed Health Network, LLC. All Rights Reserved." and the slide number "10".

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Communication

Inclusive Communication Inventory

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Slide 11

Slide 11 features a header with the MHN logo on a purple-to-orange gradient bar. The main title "Building Personal Awareness" is in purple. The central text "What is Diversity?" and "What is Inclusion?" are in black. The footer contains the copyright notice "©2018 Managed Health Network, LLC. All Rights Reserved." and the slide number "11".

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Building Personal Awareness

What is Diversity?

What is Inclusion?

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Building Personal Awareness

Stereotypes

- widely held but fixed and oversimplified images or ideas of a particular group
- may be overcome by interaction with people who do not '*fit their stereotype*'

Prejudices

- preconceived opinions that are not based on reason or actual experience
- difficult, but not impossible to change through experience and education

Discrimination

- the unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or gender
- can be modified by changing cultural norms

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Barriers to Inclusion

• Discrimination	• Differences
	➤ Educational
• Bullying	➤ Political
• Harassment	➤ Class / Social
	➤ Regional
• Disrespectful Conduct	➤ Union Affiliation

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Basic Courtesy in the Workplace

Follow **both** the Golden Rule and the Platinum rule

- ~ The Golden Rule: Treat others as **you** want to be treated
- ~ The Platinum Rule: Treat others as **they** want to be treated

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Being Inclusive

Being Inclusive Requires Action!

- Asking questions
- Inviting participation
- Learning from another person's perspective
- Valuing interdependence

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Being Inclusive

Being Inclusive Requires Action!

- Let co-workers and supervisors know what *you* prefer
 - Meals @ work related events
 - Days or times for activities outside of work hours
 - Alternative activities for group 'bonding'
 - Handshake, fist bump, no touching
- Give others permission to ask questions

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Being Inclusive

How might you benefit from being Inclusive?

- More productive work relationships
- Better results with multiple perspectives
- Greater understanding of others' motivations
- Improved trust
- Increased support, shared responsibilities
- Better communication
- Less stress at work
- What else?

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Slide 18



Slide 18 features a purple and orange gradient header with the MHN logo. The title "Interdependence" is in purple. The main text is a quote by Henry Van Dyke, followed by his name and a brief bio. The footer contains copyright information and the slide number 18.

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Interdependence

"In the progress of personality, first comes a declaration of independence, then a recognition of interdependence."

~ Henry Van Dyke
(American short-story Writer, Poet and Essayist, 1852-1933)

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Slide 19



Slide 19 features a purple and orange gradient header with the MHN logo. The title "Putting it all Together" is in purple. The main content is a list of five bullet points under the heading "Working Together:". The footer contains copyright information and the slide number 19.

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Putting it all Together

Working Together:

- Strive to be self-aware
- Benefit from difference
- Avoid creating barriers to inclusion
- Include others in your plan for success
- Communicate effectively, inclusively

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Resources

Internal

- Human Resources / Diversity Office / EEO Officer
- Immediate Supervisor/Manager

External

- The Federal EEOC, <https://www.eeoc.gov/>
- MHN Online, www.MHN.com

What Else?

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Handout A. Inclusive Communication Inventory

- Place a check in the column with answer that is most accurate.
- Please answer questions honestly, as you actually *are* (rather than how you think you *should* be).

		Never	Rarely	Some- times	Often	Very Often
1	I try to anticipate and predict possible causes of confusion, and I deal with them up front.					
2	When I write an email, I give as much background information and detail as I can to make sure that my message is understood.					
3	If I don't understand something, I tend to keep this to myself and figure it out later.					
4	I'm surprised when people don't understand what I've said.					
5	I expect people from other cultures to understand my meaning when I communicate with them.					
6	When people talk to me, I try to see their perspectives.					
7	I use email to communicate complex issues with people. It's quick and efficient.					
8	When I finish writing an email, I scan it quickly for typos, and then send it off right away.					
9	When talking to people, I pay attention to their body language.					
10	I use diagrams and charts to help express my ideas.					
11	Before I communicate, I think about what the person needs to know, and how best to convey it.					
12	While someone's talking to me, I think about what I'm going to say next to make sure I get my point across correctly.					
13	Before I communicate with someone, I think about the best way to do so (in person, telephone, email, text, etc.).					
14	I try to help people understand me when I use slang or abbreviations.					
15	I consider possible cultural barriers when planning my communications.					

Handout B. Protected Categories

You are protected by Federal law from discrimination in the workplace including:

- Unfair treatment;
- Harassment by managers, co-workers, or others in your workplace;
- Denial of a reasonable workplace accommodation that you need because of your religious beliefs or disability; or
- Retaliation because you complained about job discrimination, or assisted with a job discrimination investigation or lawsuit,

If that treatment is based on your

- Age (40 or older)
- Disability
- Equal Pay and Compensation
- Genetic Information
- National Origin
- Pregnancy
- Race/Color
- Religion
- Retaliation
- Sex (including pregnancy, gender identity, and sexual orientation)
- Sexual Harassment

For more information: The U.S. EEOC, <https://www.eeoc.gov/>

Check with your State, County and City for additional protections.

Non-Discriminatory barriers to inclusion in the workplace:

- ☐ Bullying
- ☐ Harassment
- ☐ Disrespectful Conduct
- ☐ Differences:
 - Educational
 - Political
 - Class / Social
 - Regional
 - Union Affiliation