

Diversity

Awareness

Instructor's Guide



About This Guide

This leader's guide provides a reference document to help you prepare for and deliver the Diversity Awareness program.

What will I find in the guide?

This leader guide is a comprehensive package that contains:

- ◆ The workshop delivery sequence
- ◆ Presentation scripts and key points to cover, and
- ◆ Instructions for managing exercises and Activities

Why a Diversity Awareness program?

To provide hospital employees with a greater awareness of the many differences and similarities between people and effectively work with these differences.

Learning Objectives

- ◆ After completing this program, participants will be able to:
- ◆ Understand and encourage differences and similarities
- ◆ Foster an environment of mutual respect
- ◆ Understand what is a hostile work environment

Welcome and Introductions

Time: 10 minutes

The instructor introduces himself/herself, and then has each participant give their name and position within the department.

Agenda/Objectives

Time: 10 minutes

The instructor then reviews the learning objectives and agenda for the program.

Agenda

Explain the agenda for this course which includes discussions on each of the following:

- ◆ What Diversity means to you
- ◆ Mutual respect in the workplace
- ◆ Hostile Work Environment

Objectives

At the completion of this course, you will be able to:

- ◆ Understand and encourage employees' differences and similarities
- ◆ Foster an environment of mutual respect in your branch
- ◆ Understand what is a Hostile Work Environment

Diversity

Time 20 minutes

The purpose of this module is to review what Diversity means and how it affects the departmental team.

Review and discuss what diversity means to them and how it affects the work relationships.

Instructor's Note

Ask the question "What does Diversity mean to you?"

Ask participants to give you a word that starts with the letter "D" that comes to mind when they hear the word Diversity. Continue for each letter in the spelling of Diversity. Use Diversity Activity Sheet.

Provide the word "Disability" as an example of a word that starts with the letter "D" to help the participants understand the activity.

Review each letter and have participants discuss why they chose the word to describe Diversity. Explain that there are no wrong answers. See completed activity sheet for suggested answers.

Give the Definition of Diversity

Diversity describes the many differences and similarities, which exist between people. These differences may be apparent, such as race and gender. However, diversity also includes less obvious differences, such as cultural background, religious and moral values, education, social status, age, lifestyle and political views.

Diversity also encourages our efforts to empower all employees and then tap into this wealth of differences to achieve an effective team.

In other words, we want to empower our employees in order to yield a competitive advantage for the Hospital.

Discuss why diversity is more than differences. Discussion Tips

We have traditionally thought of our world as a melting pot in which everyone embraced the same culture and values. This may have worked well for previous generations, when people spent their whole lives in one place or migrated in groups, because most of the people living and working in a particular area were indeed alike. However, our world is far more mobile. Today we are more like vegetable soup than a melting pot. Vegetable soup has an overall Flavor, but you can easily taste various ingredients. Each ingredient exists happily together in the pot and contributes to the success of soup; you have no trouble telling one vegetable from another. If you look at your Department staff like a good vegetable soup you have a group of people who come together to form your department team. There are differences but you are alike in your desire to build a team that empowers the staff to do there best for your common goals.

Diversity Inclusion Wheel Activity

Over time as you work with someone you learn what is found in the outer wheel. You learn these things about an individual by communicating with them, observing them and including them in your everyday activities.

When we meet someone we draw conclusions on the characteristics included in the inner wheel (i.e. age, gender, or race). But don't think you know a person based on these characteristics.

The more you learn about your co-workers, the more comfortable you will make them feel in your department.

In comparing the inner circle and outer circle on the Diversity Inclusion Wheel, the inner circle includes traditional groups we think of as representing diversity. It also represents those groups' identities which are "givens.

We typically don't realize the items in the outer circle are associated with diversity. However, the outer circle can have an impact on the working relationships that are formed.

Let's look specifically at 3 characteristics in the outer circle and how they affect your relationship and ability to work with them:

Thinking Style. How a person thinks will be the outcome of how effective they are with working relationships. A person who is results driven handles working relationships differently than someone who is task driven, opportunity driven or feelings driven.

Working style. How a person displays their day to day work attitude or ethics can affect working relationships. An example of different working styles is a person who is very organized and addresses issues in an a,b,c order vs. a person being able to jump from a to c to b and gaining a full understanding of the issue.

Parental Status. How the company now has to understand and work with single parents, needing to juggle work and home life vs. a traditional family unit.

Understanding the characteristics in the outer circle and that they are not always apparent is as important as understanding and relating to the characteristics in the inner circle.

Why is Diversity Good Business?

Time: 10 Minutes

Ask the participants why is diversity good Business?

After a brief discussion, provide the following answers:

Diversity is good business because:

- ◆ Employees will mirror our customers
- ◆ We want our employees to look like our customers. Customers will feel more comfortable with someone who looks like them.
- ◆ The hospital does not want to exclude good candidates
- ◆ It helps broaden your customer base
- ◆ Increase productivity
- ◆ Increase employee morale
- ◆ Less Turnover
- ◆ Decrease cost
- ◆ Increase competitiveness
- ◆ Is the right thing to do

Instructor's Note: Example of why Diversity is good business>

For example do you know why the Chevy Nova didn't sell in Spanish speaking countries? Because "Nova" means "No Go" in Spanish. If the company researched the name in Spanish before marketing it to Spanish speaking countries, then they would have uncovered this costly error.

Mutual Respect

Time: 10 minutes

Review and discuss what mutual respect means to the work environment.

What is Mutual Respect?

Mutual Respect is when the workplace is free of discrimination and harassment. Core differences are recognized and viewed as adding value to the departmental team.

You should encourage your staff to treat their co-workers with respect. It not only allows for a more positive work environment but it is also hospital policy.

Ask the participants why is mutual respect important in a department?
(Allow participants to answer)

Provide Mutual Respect Answers after the discussion

- ◆ Mutual respect is important because:
- ◆ Everyone is treated fairly
- ◆ More positive environment
- ◆ More productive
- ◆ Lower turnover
- ◆ It means that an office is free from discrimination

The hospital is committed to a mutually respectful work environment free from discrimination and harassment. This requires cooperation of all employees and managers. Following the hospital's policy on a mutually respectful workplace will help you to avoid problems in your branch.

Ask the following question:

How do we avoid problems with interpersonal relationships in the workplace? Have participants discuss

Answer:

This means do not participate in discriminatory comments, acts or harassment of any type in and around the office environment.

Example of a discriminatory comments, acts or harassment are:

- ◆ Telling an inappropriate joke
- ◆ Must be aware of your audience
- ◆ Calling someone "sweetie" or "hon"
- ◆ Looking at someone with elevator eyes (Looking a person up and down).
- ◆ Using profanity

In addition, you should promptly report incidents and/or allegations discriminatory actions, and comments to management or Human Resources immediately.

This means:

- ◆ Treat everyone with respect, including your peers, those you report to and those who report to you.
- ◆ For example don't throw things, yell, scream or be verbally abusive.
- ◆ Be aware of and respect others' feelings or sense of personal space.
- ◆ Avoid Physical contact all together.
- ◆ Be aware of and respect all differences, including racial, sexual, cultural, political beliefs, sexual preferences, values, background, opinions, etc.
- ◆ Learn to listen carefully and observe those around you to become aware of their needs, boundaries and differences.
- ◆ Don't assume that others will have similar values, standards or background and be comfortable with your behavior.
- ◆ You should be sensitive to others religious beliefs, customs and cultural.
- ◆ Always check to see if others are comfortable with your conduct. Ask for feedback.
- ◆ You could say, please let me know if you find my behavior offensive.

Hostile Work Environment

Time: 25 minutes

Discuss what is meant by hostile work environment.

Define Hostile Work Environment

The hospital defines hostile work environment, as a conduct that creates a working environment that is intimidating, hostile or offensive to another individual and interferes with an employee's comfort or ability to work.

Hostile work environment can coincide with our mutual respect philosophy.

Workplace Hostile Work Environment is any action that harasses and/or offends someone. For example, throwing objects, telling ethnic jokes, talking down to someone, degrading someone, using profanity, name calling, screaming and yelling at employees, and correcting employees in front of others.

Examples of a Hostile Work Environment include:

- ◆ Sexual pictures, calendars, graffiti or objects
- ◆ Offensive language, jokes, gestures or comments
- ◆ Posters or tee shirts with offensive sayings
- ◆ Circulating offensive letters, e-mails or cartoons

Summary and closing

Time: 5 minutes

Summarize the purpose of managing the differences and similarities between people while remaining in compliance with the law. Explain that Diversity is a very important part of our jobs everyday.

Diversity

Awareness

Handouts

What Does Diversity Mean To You?

D

I

V

E

R

S

I

T

Y

What Does Diversity Mean To You?

D

Disability; Differences; Dress; Dialect.

I

Individuals; Intelligence; Interests; Integration.

V

Values; Variety; Versatile; Views.

E

Education; Ethnicity; Economic Status; Expectations.

R

Race; Respect; Religion; Role; Rural vs. Urban.

S

Style; Social Class; Similarities; Segregation.

I

Income; Inclusive; Immigration; Ideas.

T

Talents; Training; Thoughts; Teamwork.

Y

Youthful; You; Yearning; Years.

Dimensions of Diversity

