

American Management Association's Leading in a Diverse and Inclusive Culture

Learning Objectives

- Understand the Business Case for Diversity and Inclusion
- Define Diversity and Inclusion and Describe Their Influence on Day-to-Day Interactions and Decision-Making Processes
- Recognize the Manner in Which Culture Impacts Our Behaviors, Beliefs, Perceptions, and Responses to Others
- Understand the Impact of Culture on the Way We Communicate, Build Relationships, and Lead Teams
- Demonstrate the Ability to Engage in Difficult Conversations and Manage Conflict
- Develop Cross-Cultural Competencies and Messaging Skills That Move Us to Commitment and Action
- Develop a Workplace Vision to Apply Course Learning That Embraces Diversity and Supports an Inclusive Environment

Introduction to Diversity and Inclusion

- Establish a Common Language Through Definitions
- Understand the Business Imperative for Diversity and Inclusion in the Workplace
- Reflect on the Multidimensional, Multicultural Aspects of Individual Identity

Bridging Communication Differences

- Identify Communication Styles
- Recognize Obstacles to Communication That Ineffective Listening Can Cause
- Identify the Two Types of Micro-Messages and Recognize Microinequities

Leading a Successful Multicultural Team

- Identify Strengths and Development Needs Using the Inclusive Leadership Assessment
- Master the Art of Inclusive Meetings
- Develop Skills for Facilitating a Team's Ability to Work Effectively Together
- Identify Your Ideal Network to Accomplish Your Goals and Advance Your Career
- Identify Leadership Challenges

Dialogue: Having Difficult Conversations

- Explain and Use the F. L.I.P. Conversational Tool to Handle Difficult Conversations

Your Vision and Plan for an Inclusive Workplace

- Create an Inclusive Vision for Your Workplace
- Build an Inclusive Leader Action Plan
- Review the Seminar's Key Tools and Takeaways