

American Management Association's Diversity, Equity and Inclusion Certificate Program

Learning Objectives

- Understand the Business Case for Diversity Equity and Inclusion in.
- Define Diversity, Equity, Inclusion and Belonging and Describe Their Influence on Our 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 Relationship Between Emotional Intelligence and Diversity, Equity and Inclusion
- 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 and Plan That Embraces Diversity and Supports an Equitable and Inclusive Environment.

Introduction to Diversity and Inclusion

- Establish a Common language through definitions.
- Understand the Business Imperative for Diversity, Equity and Inclusion in the Workplace.
- Reflect on the Multidimensional, Multicultural Aspects of Individual Identity.

Bridging Communication Differences

- Describe the Importance of Flexing with Communication Style Preferences as an Inclusive Leader.
- Explain Your Preferred Communication Style and Those of Others.
- Recognize Obstacles That Ineffective Listening Can Cause.
- Identify the Two Types of Micro-Messages and Recognize Microinequities.

Emotional Intelligence and Diversity, Equity, and Inclusion

- Understand the Relationship Between Emotional Intelligence and Diversity, Equity and Inclusion.
- Identify strengths and development needs using the Inclusive Leadership Assessment.
- Develop a Skill for Facilitating Teams' Ability to Work Effectively Together.
- Identify Intercultural Leaders' Challenges.

Leading a Successful Multicultural Team

- Identify Strengths and Development Needs Using the Inclusive Leadership Assessment.
- 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.

Conducting Difficult Conversations Successfully

- Use a Model to Hold Difficult Conversations.
- Identify Characteristics of Debate, Discussion, and Dialogue.
- Practice Dialogue in Conversations.

Your Vision and Plan for an Inclusive Workplace

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

Capstone: Practice and Application

- Put Into Practice Some of Your Instructional Learnings and Personal Insights from This Seminar.
- Use Role-Play to Simulate Real Situations and Interactions.
- Receive Feedback to Incorporate into Your Inclusive Leadership Development Plan.
- Observe Others' Role-Plays and Provide Them with Thoughtful Feedback.

Putting Your Plan into Action

- Distill What You've Learned from the Seminar Instruction, Activities, and Capstone.
- Finalize Your Inclusive Leader Action Plan