

American Management Association's Diversity and Inclusion Certificate Program

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

- 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 micro-inequities.

Emotional Intelligence and Diversity and Inclusion

- Understand the relationship between Emotional Intelligence and Diversity.
- 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