

DIVERSITY TRAINING: Training Modules

MODULE #1 will include an overview of basic *Diversity Concepts*. Key themes will include:

- An understanding of the Immigrant experience
- Examination of basic concepts such as ethnocentrism, discrimination, culture stereotypes, and racism.
- Awareness of cultural and personal values systems and the impact on cross cultural interactions
- Tips to improve our cross-language and cross-cultural communication skills
- Organizational cultural-assessment – Diversity Thermometer
- Engaging in case-studies and critical incidents that help to give practical insights into various aspects of diversity
- Benefits of diversity and correcting the myths associated with immigration

MODULE #2 will promote a *Respectful & Inclusive Workplace*. Key themes will include:

- The immigrant/refugee experience; the stages of integration; and barriers to employment
- Providing strategies for creating a positive work environment and respectful workplace
- The rights and responsibilities of employers, employees and unions - with reference to legislative and enforcement mechanisms designed to protect employee rights
- Identifying the benefits, both to the employer and employees, of a respectful and inclusive workplace;
- Providing guidelines on developing socially responsible, “best practices” for an ethical workplace that includes having neutral, non-discriminatory job descriptions, hiring practices, interview processes, performance evaluations, and operational processes and procedures,
- Providing guidance to management, supervisors and union leaders in making non-discriminatory decisions and developing non-discriminatory policies and practices as they pertain to job-related issues.
- Communication: verbal, physical, cross-cultural.
- Harassment/Bullying.
- Newcomers’ contribution to NL.
- Other issues as may be identified.

MODULE #3 will deal with *Discrimination & Accommodation in the Workplace* and will provide information and guidance on:

- The various types of discrimination.
- The impact of discrimination on employee morale and performance.
- Communication: verbal, physical, cross-cultural.
- Harassment/Bullying.
- The employer’s responsibility to promote a respectful work environment and prevent discrimination.
- How to avoid creating a “poisoned” work environment.

- How adopting and enforcing effective non-discriminatory policies, internal practices and procedures creates a productive work environment that helps avoid conflict and avoids external intervention from regulatory agencies.
- General guidance on developing neutral, non-discriminatory policies and practices
- General guidance on developing practical diversity strategies.
- The duty to accommodate and the extent to which accommodation is required.
- Cultural diversity and how to respond to individual needs of employees.
- The legal system within which society and business operates, and vicarious liability.
- A general overview (without interpretation) of legislative obligations – national and provincial – to provide a discrimination-free work environment.
- Other issues as may be identified

The workshops will utilize a variety of resources and media in an interactive format to engage participants and promote the acceptance and benefits of cultural diversity in the workplace. It is the ultimate goal of these initiatives to foster understanding and create a 'level playing field' and equal opportunity in the workplace for all employees, irrespective of race, religion, belief, creed, colour, place of origin, nationality, ethnicity, and other grounds protected by human rights legislation.

