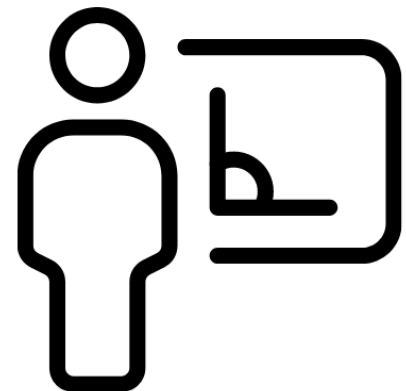


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



Diversity is about all of us and about us having to figure out how to walk through this world together.

Jacqueline Woodson

Module Two: Introduction to Diversity, Equity, and Inclusion



Every human is different; we all have different backgrounds, personalities, and aspirations. Diversity, equity, and inclusion (DEI) embraces people from every walk of life. It recognizes the value of diverse voices and inclusivity as key factors of success. Each component of DEI is aimed to create a more welcoming, fair, and respectful environment to everyone. To successfully create a diverse, equitable, and inclusive workplace culture, it's critical that leaders invest in resources, time, and courage. The positive encouragement of participation and representation of diverse groups will significantly impact an organization. Ultimately, DEI is

vital in creating a successful workplace where everyone is able to grow and thrive, both personally and professionally.

Defining Diversity, Equity, and Inclusion



Diversity, equity, and inclusion (DEI) represent an important movement within society and growing organizations. Collectively, DEI will create an environment where individuals feel supported and welcomed, and are given the resources needed to succeed, regardless of their background, identity, or differences.

Since diversity, equity, and inclusion all represent a different type of change, it's valuable to look at each term individually:

Diversity: The ways in which individuals are different, both visibly and invisibly. This includes characteristics, experiences, opinions, and personalities. Diversity in the workplace is the practice of valuing differences of social and ethnic backgrounds, gender, sexual orientation, age, language, education, religion and more.

Equity: Creating fair access and respectful treatment. Equity does not mean that everyone is treated the same, but rather treated according to individual needs. It is the process, whereas equality is the result.

Inclusion: Ensuring a safe space of belonging, support, and respect. In an inclusive environment, every individual feels valued and all voices are heard.

Estimated Time	10 minutes
Topic Objective	To define diversity, equity, and inclusion.
Topic Summary	Collectively, DEI will create an environment where individuals feel supported and welcomed, and given the resources needed to succeed, regardless of their background, identity, or differences.
Materials Required	Worksheet 1: Valuing Differences
Planning Checklist	Provide enough worksheet printouts for all participants.
Recommended Activity	Have participants complete Worksheet 1: Valuing Differences. Allow time for participants to discuss responses.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	This activity is personal- participants may not wish to share their experiences.
Review Questions	Why is it valuable to look at the terms <i>diversity</i> , <i>equity</i> , and <i>inclusion</i> individually?

Classifications of Diversity



Humans are diverse in a variety of ways. There will always be differences that exist between individuals, whether they are visible, or not. Some factors that play into diversity are those that we are born with, whereas others are built throughout our life experiences. While there are many dimensions of diversity, these dimensions can be divided into four classifications, including internal diversity, external diversity, organizational diversity, and worldview diversity. It's important to acknowledge these differences, in order to build a positive and encouraging workplace.

Here is a break-down of the four classifications of diversity:

- **Internal Diversity:** These characteristics and traits are the ones that an individual is born with, and part of the inner self. Examples of internal characteristics include gender, ethnicity, race, physical ability, sexual orientation, age, etc.
- **External Diversity:** These are characteristics that an individual is able to change over time through external action. Although an individual is not born with these characteristics, they are strongly influenced by them. Examples of external characteristics include personal interest, educational background, marital status, religious beliefs, recreational habits, etc.
- **Organizational Diversity (Functional Diversity):** These characteristics are related to an individual's role in a workplace, and what distinguishes them from other employees. Examples of organizational characteristics include job function, management status, seniority, work location, etc.
- **Worldview Diversity:** These characteristics, or perspectives, are shaped by the changes in the world and an individual's experiences. They are formed by various external, internal, and organizational characteristics, and change with time and new experiences. Examples of worldviews include outlook on life, political beliefs, travel and cultural experiences, etc.

Estimated Time	10 minutes
Topic Objective	To identify and break-down the four classifications of diversity.
Topic Summary	While there are many dimensions of diversity, these dimensions can be divided into four classifications, including internal diversity, external diversity, organizational diversity, and worldview diversity.
Materials Required	Worksheet 2: The Classifications of Diversity
Planning Checklist	Provide enough worksheet printouts for all participants.
Recommended Activity	Have participants complete Worksheet 2: The Classifications of Diversity. Discuss worksheet responses.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What are the four classifications of diversity?

Components of Inclusion



Diversity and inclusion depend on each other; inclusion introduces ways to integrate everyone and make diversity work. The biggest challenge in building an inclusive company culture is to ensure that *everyone* feels included. After all, no one likes to be judged, or feel left behind. People experience inclusion in a variety of ways. There are many ways to make an organizational setting more inclusive, and allow the differences of individuals to coexist in a way that is beneficial for the whole company.

The traits that contribute to building a foundation of inclusion include:

- Access to resources: Provide individuals with the support necessary to be inclusive, such as diversity groups or support from managers.
- Feeling valued and accepted: There is a greater sense of value when people feel appreciated and respected.
- Having a voice: It's important that people feel as though they have a say in decisions. When they feel heard, they are more likely to share personal opinions.
- A collaborative environment: Collaboration promotes a stronger sense of connection between a team.
- Having a sense of belonging: An individual's sense of belonging and connection to the company will let them know that they are a part of an environment that values them. This will affect their well-being, productivity, and business success.
- Learning and development: Having access to opportunities to develop as an employee, or advance in one's career. This shows that the company cares about their aspirations and growth.
- The focus of inclusive practices: Putting a strategy into action. These efforts will contribute to the company's mission and culture.

Estimated Time	10 minutes
Topic Objective	To identify the traits that contribute to building a foundation of inclusion.
Topic Summary	There are many ways to make an organizational setting more inclusive, and allow the differences of individuals to coexist in a way that is beneficial for the whole company.

Materials Required	Worksheet 3: Feeling Included
Planning Checklist	Provide enough worksheet printouts for all participants.
Recommended Activity	Have participants complete Worksheet 3: Feeling Included. Allow time for participants to discuss responses.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	This activity is personal- participants may not wish to share their experiences.
Review Questions	What is the biggest challenge in building an inclusive company culture?

Role of DEI in Organizations



The changes related to embracing diversity, equity, and inclusion will significantly improve an organization. DEI creates an environment where people from various backgrounds are able to share different ideas, skills, and insights. This environment ensures that every team member feels involved and supported. It is not simply an environment where diverse individuals are present, but rather where diverse individuals are involved, empowered, and developed. A diverse, equitable, and inclusive organization requires respectful efforts from every team member to work towards success. It's important that employees feel safe working together in a space without fear or discomfort. When everyone is involved, potential grows and professionalism thrives.

There are many great benefits of embracing DEI in an organization, including:

- An increase of fairness
- Higher levels of creativity and innovation
- New and fresh perspectives
- The ability to understand individual needs
- Better hiring processes
- Lower employee turnover rates
- Deeper trust and commitment
- Better decision making

Estimated Time	7 minutes
Topic Objective	To determine the role of DEI in organizations, and identify employee and company benefits.
Topic Summary	A diverse, equitable, and inclusive environment is not simply an environment where diverse individuals are present, but rather where diverse individuals are involved, empowered, and developed.
Materials Required	Flipchart/boards, markers
Planning Checklist	None
Recommended Activity	Have participants discuss other benefits of embracing DEI in an organization. Write responses on the flipchart/board.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	How can DEI lead to higher levels of creativity and innovation?

Equity vs. Equality



Equity and equality are terms that are often used interchangeably. Although similar, equity and equality carry different meanings, especially in the context of social systems. *Equality* is providing the same resources and levels of opportunity to everyone. It holds the assumption that every individual should be treated the same and given the same value and rights, regardless of their needs or circumstances. Equality displays a ‘one size fits all’ system, which is only effective if everyone has the same needs, and are starting at the same point.

On the other hand, *equity* recognizes that every individual has different needs based on their circumstances. It includes understanding and providing support, assistance, and opportunities to reach an equal outcome. Equity recognizes the systemic barriers that exist, as well as the ways to eliminate these barriers and overcome unequal opportunities. With equity, the goal is to ensure that people are treated fair and impartial.

Estimated Time	10 minutes
Topic Objective	To differentiate between the terms equity and equality.
Topic Summary	<i>Equality</i> is providing the same resources and levels of opportunity to everyone. <i>Equity</i> recognizes that every individual has different needs based on their circumstances.
Materials Required	Worksheet 4: Equity vs. Equality
Planning Checklist	Provide enough worksheet printouts for all participants.
Recommended Activity	Have participants complete Worksheet 4: Equity vs. Equality. Discuss worksheet responses.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is the difference between equity and equality?

Practical Illustration



Leon is a part of his company's DEI team. Their team focuses on creating an inclusive, safe, and equitable environment for their diverse team. During their meeting, Leon suggests that their next project should be on installing an elevator in the company's building. He has thought about this idea for years, and believes it is becoming a bigger problem as more people join the growing business. The building currently has heavy doors on the entrance of the large staircase, making it inaccessible for many individuals, and limiting them to the first floor of the building. Marcus, another member of the DEI team, suggests that this is not important, because the first level of the building has many of the same amenities.

Leon points out that although there are many amenities on the first floor, there is inequality for everyone in the building. By adding an elevator into the building, it allows accessibility to individuals with mobility issues or vision impairments to be able to have the same opportunities. Marcus and the rest of the team listened carefully to Leon's project plan. They were happy that Leon came forward with this idea to help empower and involve everyone in the company. After many months of hard work, the elevator project was complete and running.

Module Two: Review Questions

- 1) What does DEI stand for?
 - a) Differences, equality, and inclusivity
 - b) Diversity, equity, and inclusion**
 - c) Diversity, equality, and interactions
 - d) Divided, equity, and inclusion

DEI stands for diversity, equity, and inclusion.

- 2) Which of the following is *not* a defining aspect for equity?
 - a) Creating fair access and respectful treatment
 - b) People are treated according to individual needs
 - c) Everyone is treated the same**
 - d) It is a process that can result in equality

Equity does not mean that everyone is treated the same, but rather treated according to individual needs.

- 3) Which of the following is *not* one of the four classifications of diversity?
 - a) Organizational diversity
 - b) Internal diversity
 - c) Worldview diversity
 - d) Differential diversity**

The four classifications of diversity include organizational diversity, internal diversity, worldview diversity, and external diversity.

- 4) What is internal diversity?
 - a) Characteristics and traits are the ones that an individual is born with, and part of the inner self**
 - b) Characteristics that an individual is able to change over time through external action
 - c) Characteristics are related to an individual's role in a workplace, and what distinguishes them from other employees
 - d) Characteristics or perspectives that are shaped the changes in the world and an individual's experiences

Internal diversity includes the characteristics and traits that an individual is born with, and part of the inner self.

5) What is another name for organizational diversity?

- a) Internal diversity
- b) Worldview diversity
- c) Functional diversity
- d) Dysfunctional diversity

Organizational diversity is also known as functional diversity.

6) Which of the following is a component that will help to build a foundation of inclusion?

- a) Having a voice
- b) Learning and developing
- c) Access to resources
- d) All of the above

Having a voice, learning and developing, as well as access to resources will all help to build a foundation of inclusion.

7) The changes related to embracing diversity, equity, and inclusion will significantly _____ an organization.

- a) Hinder
- b) Damage
- c) Weaken
- d) Improve

The changes related to embracing diversity, equity, and inclusion will significantly improve an organization.

8) Which of the following is *not* a benefit of embracing DEI in an organization?

- a) Deeper trust and commitment
- b) Higher employee turnover rates
- c) Better hiring processes
- d) Better decision making

Embracing DEI in an organization will lower employee turnover rates.

9) Equity and equality can be used interchangeably.

- a) True
- b) False

False- Although similar, equity and equality carry different meanings, especially in the context of social systems.

10) What is equality?

- a) Providing the same resources and levels of opportunity to everyone
- b) Recognizing that every individual has different needs based on their circumstances
- c) Ensuring a safe space of belonging, support, and respect
- d) The ways in which individuals are different, both visibly and invisibly

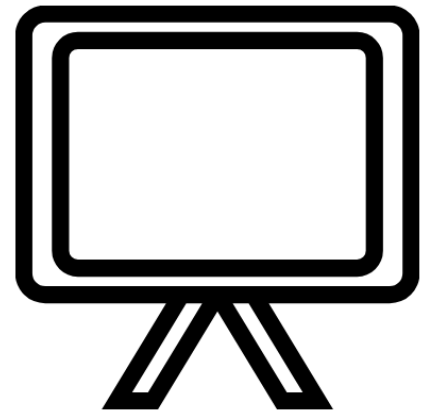
Equality is providing the same resources and levels of opportunity to everyone. It holds the assumption that every individual should be treated the same and given the same quantity, rights, and value, regardless of their needs or circumstances.

PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





Diversity is about all of us and about us having to figure out how to walk through this world together.

Jacqueline Woodson

MODULE TWO

Introduction to Diversity, Equity, and Inclusion

Diversity, equity, and inclusion (DEI) embraces people from every walk of life. It recognizes the value of diverse voices and inclusivity as key factors of success.



Defining Diversity, Equity, and Inclusion

Since diversity, equity, and inclusion all represent a different type of change, it's valuable to look at each term individually.

Classifications of Diversity

- Internal Diversity
- External Diversity
- Organizational Diversity
- Worldview Diversity





Components of Inclusion

Access to resources

Feeling valued and accepted

A collaborative environment

Having a sense of belonging

Role of DEI in Organizations

- An increase of fairness
- Higher levels of creativity and innovation
- New and fresh perspectives





Equity vs. Equality

Equality displays a 'one size fits all' system, which is only effective if everyone has the same needs, and are starting at the same point.

Practical Illustration



- Defining Diversity, Equity, and Inclusion
- Classifications of Diversity
- Components of Inclusion
- Role of DEI in Organizations
- Equity vs. Equality

Module Two: Review Questions

1. What does DEI stand for?

A. Differences, equality, and inclusivity

B. Diversity, equity, and inclusion

C. Diversity, equality, and interactions

D. Divided, equity, and inclusion

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Diversity, Equity, and Inclusion Quick Reference Sheet



Defining Diversity, Equity, and Inclusion

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Inclusion: Ensuring a safe space of belonging, support, and respect. In an inclusive environment, every individual feels valued and all voices are heard.



Dimensions of Diversity

Our diverse world is made up of many values, cultures, and ways of interacting with others. Workplace diversity recognizes and values differences. A workplace culture is determined by its employees and the diverse traits, abilities, and backgrounds that are present. These traits help to set people apart from one another. A team that is built with diverse individuals is one that is creative and successful. There are many kinds of diversity that can be found within the workplace. Some dimensions of diversity are visible, whereas others are not.

A few examples of the dimensions of diversity include:

- Ethnic Diversity



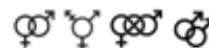
- Gender Diversity



- Age Diversity



- Sexual Orientation



- Socioeconomic background



- Religion Diversity



Defining Microaggressions

Microaggressions are everyday insults, snubs, or actions of discrimination that negatively target a marginalized individual or group. They may be intentional or accidental, and take the shape of jokes, questions, or casual remarks. A microaggression may be expressed verbally, or through gestures and other nonverbal behaviors. Microaggressions communicate hostility and derogatory feelings. Although they may not always be of malicious intent, they can create serious harm to the targeted individual. A microaggression may even be disguised as a compliment. Often, these actions and insults reflect a lack of self-awareness and stem from implicit biases that are held. The effects of microaggressions can build up and escalate into larger conflicts and damage to a person.



Inclusive Language

Language is a powerful tool; the words and phrases that we use matter. It's important that we recognize the importance of our words and the impact that they hold. One of the key factors in fostering a diverse, equitable, and inclusive organization is to promote the use of inclusive language. Inclusive language is language that aims to include everyone. It is free from biases, limitations, stereotypes, and other forms of social exclusivity. A safe and successful environment requires us to think about how others will absorb the language that we use. Language can signify acceptance. We want to make sure that everyone feels accepted, acknowledged, and respected.

There are many ways to make language more inclusive, including:

- Using gender-neutral terms
- Use person-first language
- Use neutral, or preferred pronouns
- Avoid ableist and insensitive language



Inclusive Leadership

An inclusive environment requires commitment, curiosity, and courage. When it comes to building an organization that incorporates these elements, the key is to have vulnerable leaders. Inclusive leadership is a style of leadership that focuses on valuing diverse team members and creating an environment that includes connection and respect. It encourages the sharing of perspectives and backgrounds. An inclusive leader is committed to diversity, equity, and inclusion. With inclusive leadership, the organization is able to carry out effective problem solving, decision making, and enhanced innovation. In order to excel in this leadership style, there are important traits and behaviors that will help to improve inclusivity.

These traits and behaviors include:

- Visible commitment
- Effective collaboration
- Awareness of Bias
- Curiosity of others
- Cultural intelligence



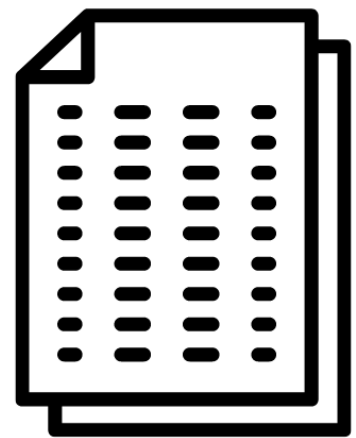
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Valuing Differences

Every human is different; we all have different backgrounds, personalities, and aspirations. Answer the following questions for personal learning.

Think of a time when you remember feeling different from people around you. It may be from differences in location, appearance, family status, or other dimensions of diversity. Describe the situation and personal feelings.

Consider two important life events that have influenced how you currently engage with the world around you.

1.

2.

Icebreaker: A New Leader

PURPOSE

To help participants get acquainted and start talking to each other.

MATERIALS REQUIRED

1. Index cards

PREPARATION

Write the name of a different famous person on five or six index cards. Some examples: Madonna, Tiger Woods, Lance Armstrong, Nelson Mandela, Bill Gates, Angelina Jolie.

Divide participants into groups of four to six. Give each group one of the cards.

ACTIVITY

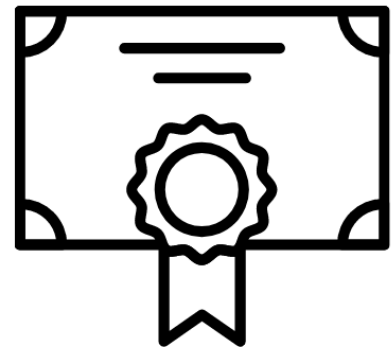
Tell participants that the president of their company (or the head of their department) has resigned and the position is now being taken over by the person on their index card. Ask each group to think of one characteristic of this person that will help him or her do well in this new role.

After a few minutes, ask the groups to report on what they decided.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

*Has mastered the course
Diversity, Equity, and Inclusion*

Awarded this _____ day of _____, 20____

Presenter Name and Title
