

## SENSITIVITY TRAINING

2 Month Program Outline

2 Days per Visit

- SENSITIVITY TRAINING DEFINED
  - Importance
  - Today's environment
  - Effectiveness
  
- DEFINITIONS
  - Diversity
  - Sensitivity
  - Inclusion
  - Impact
  
- IMPLEMENTING SENSITIVITY TRAINING
  - Self-reflection
  - Beliefs, feelings, and values
  - Negative impact
  
- WORKPLACE DIVERSITY
  - Inclusion & racial sensitivity
  - Core concepts
  - Effects of diversity
  - Effects on the bottom line
  - Diversity laws
  - Practical steps for employees
  - Improve cultural competency
  - Address unconscious bias
  - Promote a respectful culture
  - Real-world scenarios
  - Interactives
  - Tips & takeaways

- UNCONSCIOUS BIAS
  - Understand, recognize, and manage
  - Unconscious bias, D&I, and discrimination
  - Effects of bias messages
  - Body language & tone
  
- MICROAGGRESSION
  - Microaggression defined
  - Effect on others
  - Provide guidance
  - Keep things positive
  
- SUCCESS THROUGH INCLUSION
  - Concepts using inclusion
  - Action items
  - Inclusive behavior best practices
  
- VALUE DIVERSITY
  - Create a competitive advantage
  - Retain qualified employees
  - Promote and maintain inclusion and respect
  - Recognize and value differences
  - Maximize the potential of all employees
  - Diversity in the Dealership
  
- MUTUAL SUCCESS
  - Promote workplace diversity and inclusion
  - Activities that should be involved
  - Create a diverse workforce
  - Value individual backgrounds and experiences
  
- RACIAL IDENTITY
  - Racial injustice and inequality
  - Understand their causes
  - Create solutions
  - Increase awareness to create change

- SOCIAL IDENTITY
  - Injustice and inequality
  - Understand the causes
  - Promote solutions
  - Increase awareness
  
- MANAGING DIVERSITY
  - Avoid discrimination
  - Protected classes
  
- FALSE ASSUMPTIONS
  - Overcome bias and prejudice
  - Effects of false assumptions
  
- THE LAW
  - Equal employment opportunity
  - Issues and events that have shaped current legislation
  - Current events impacting government and business response
  - Federal, State and Local Laws
  - Types of harassment
  
- STEPS FOR HANDLING HARRASSMENT
  - The victim
  - The bystander
  - The offender
  
- BUILD AND PROMOTE A HEALTHY CULTURE
  - Rid harassment at its root
  - Dealership responsibilities
  
- ADDRESSING CONFLICT
  - Approach
  - Discuss
  - Value differences

- CORRECTIVE ACTION
  - Corrective Action defined
  - Coaching sessions
  - Scenario reviews
  - Current issues
  - Role playing behaviors and reactions
  - Avoid individual liability issues
  
- COMMUNICATION
  - Identify the outsiders
  - Create a comfortable environment
  
- SENSITIVITY TRAINING IS NOT AN ANECDOTE
  - The uncurable
  - Intent does not equal impact
  - Good people do and say “bad” things
  - The difference between equality and fairness
  - Ask the right questions
  - Avoid the egg-shell environment
  - Trainers are not managers
  - Nothing changes without consequence