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# **DIVERSITY AND INCLUSION: A STEP- BY-STEP GUIDE FOR EMPLOYEES**

**Leader's Guide, Fact Sheet  
& Quiz**

**Item Number: 4976**  
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***This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.***

## **PREPARING FOR THE MEETING**

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

## **CONDUCTING THE PRESENTATION**

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

# 4976 DIVERSITY AND INCLUSION: A STEP-BY-STEP GUIDE FOR EMPLOYEES FACT SHEET

**LENGTH: 18 MINUTES**

## **PROGRAM SYNOPSIS:**

Working with others can pose some difficulties but there are ways to overcome these difficulties. By overcoming resistance to others, acknowledging those around you, listening to others who think the same or differently from you, accepting others for who they are, relying on your co-workers to help and acknowledging when others may feel left out, will help make your work environment a safe and fun place for everyone.

## **PROGRAM OBJECTIVES:**

After watching the program, the participant should be able to explain the following:

- How to overcome resistance to others around you;
- The best way to acknowledge those around you;
- How listening to others who may think differently than you can help get the job done;
- That accepting others for who they are, is the best practices when dealing with others;
- How acknowledging others feelings helps everyone.

## **INSTRUCTIONAL CONTENT:**

### **DIFFERENT YET THE SAME**

- Life would be pretty boring if we were all the same, identical robots going through the predictable motions of life.
- Fortunately for all of us, we live in an interesting world, a diverse world, new ideas, new music, new restaurants with new kinds of food, new people.
- At work, your teams and coworkers are becoming more diverse.
- Your clients and customers are too. We're all different but this also means that sometimes we feel different. We feel like an outsider. It happens to all of us.

### **OVERCOMING RESISTANCE**

- We don't always think about reaching out to others and it's not always easy.
- In fact, resistance to outsiders runs deep, even the way we talk about it adds to the challenge.
- For example, the word stranger has negative meanings in most cultures.
- Researchers speculate that the suspicion of strangers is tied to evolution, that it's been around for hundreds of thousands of years.
- This feeling is so strong it even applies when a new group is formed and everyone is new.
- One study showed when two people who don't know each other get into a room first and the third person enters only a minute later, the new person assumes a group has been established that might discriminate against them.
- We've all been in situations like this, both excluding others and feeling excluded.
- Maybe we were the new kid in school, went to a business event where we didn't know anyone, first day on the job or at a party where we felt out of place.
- We don't notice the dominant culture when we're a part of it. We do notice when we're not.
- Most of us feel more comfortable with people who are more like us or with people we already know, because people we don't know, feel different.
- Are they a threat? Will they cause disruption or use up scarce resources? Before the outsider, we wonder, "Will I be accepted? How do I fit in?"

- Let's be realistic. It takes effort to overcome these instinctive fears and concerns. It takes openness to connect with others. It takes time and it's important.

### **IT STARTS WITH "HELLO"**

- In connecting with coworkers, small gestures count, even a smile. Try saying hello if you pass someone in the hallway. If they're in your department or on your team, get to know them.
- If someone reaches out, meet them in the middle. Inclusiveness can feel uncomfortable at times but it's worth the effort.
- Include newcomers in group discussions.
- Look for opportunities to connect.
- Outsiders become embedded through positive experiences and the connections they make with others.

### **LISTENING TO OTHERS**

- Working together is all about communication and remember that communicating includes listening, especially with new coworkers.
- You might think with so much to learn, they should do all the listening, but newcomers might see things that you're not going to see or ask questions that you won't think to ask.
- As Zen master Shunryu Suzuki said, "In the beginner's mind there are many possibilities. But in the expert's, there are few."
- Even if they can't express their thoughts clearly, newcomers often have good ideas. They bring their previous work experience with them and can see things in new ways.
- And just the act of speaking up, makes them feel more included.
- If a coworker grew up speaking a different language, they deserve respect for the effort of learning yours.
- Remember that the person who is new or doesn't speak your language well has just as much to offer as anyone else on your team.
- Make the effort to include them so everyone can benefit from their contribution.

### **ACCEPTING EACH OTHER AS INDIVIDUALS**

- Each of us is a whole person. We deserve to be accepted as our whole selves, but that does not mean others should pry.
- It's up to us to choose what we want to share about ourselves and when.
- Nowadays we know the differences such as religion, disability, sex and gender should not eliminate anyone who can get the job done.
- We also know that some aspects of our lives are personal and may or may not be suitable for workplace discussions.
- Respect privacy; don't ask inappropriate questions. Always remain civil and polite.
- Each person is an individual, not just a representative of a group.
- Respect what a person wants to be called, both their name and pronoun. Don't exclude people because they are different from you.
- It's important to remember that harassment and discrimination on the basis of sex are against federal law.
- But it's not just the law; it's also the right thing to do, to treat others with the same respect we'd want if we were in their place.
- No one should have to work in an environment where they are treated unfairly because of who they are.
- If you don't get something, if you don't understand it or agree with it, that's fine but we still need to show everybody respect and be polite and understanding, that everyone's bringing different things to the workplace and that's fine.

## **THE “BUDDY” SYSTEM**

- One of the most effective ways to make newcomers and outsiders feel welcome is a buddy system. Some organizations have a structured body system in place. If yours doesn't, you can still be helpful just by watching out for someone.
- Be the person who helps others to feel welcomed.
- Be the person who helps others to know their coworkers.
- Be the person who helps others to make connections.
- Be the person who helps others to learn their jobs.
- Be the person who helps others to feel like a real contributor to the team.
- And if you are the newcomer and you don't have a buddy officially assigned to you, try to find one.

## **FEELING DIFFERENT**

- But what if you are the newcomer or feel like an outsider? Maybe you can't change this feeling right away but there are things you can do.
- Try not to be too easily offended. Extend yourself.
- Be open to new ways of doing things.
- As a newcomer or outsider, you want to feel included and respected but don't just wait for it.
- Introduce yourself to people in other departments or on different groups.
- Try not to hang out exclusively with others who are just like you, even if you feel more comfortable with them.

## **TEAMWORK AND GETTING THE JOB DONE – TOGETHER**

- Teamwork doesn't happen all at once, especially for a diverse work group or after the arrival of a newcomer.
- It can feel a little uncomfortable at first if a coworker is different from you but it's not about you being comfortable.
- Everyone feels awkward at the start, especially when you put yourself out there. That feeling goes away once you get to know them.
- Treat everyone as you would like to be treated. Show respect for each other's individuality.
- Success and happiness at work is just as much about relationships as it is about job skills.
- When we embrace diversity, we get a more relaxed, comfortable and successful workplace for everyone, a place where we want to come to work because people are getting along and everyone is fully engaged.
- We all deserve this because we're all different.

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### **ANSWERS TO THE REVIEW QUIZ**

1. a

2. a

3. c

4. b

5. b

6. b

7. a

8. a

**DIVERSITY AND INCLUSION: A STEP-BY-STEP GUIDE FOR EMPLOYEES**  
**REVIEW QUIZ**

Name \_\_\_\_\_ Date \_\_\_\_\_

*The following questions are provided to determine how well you understand the information presented in this program.*

1. Sometimes we all feel different and like an outsider.
  - a. True
  - b. False
  
2. Small gestures of support make people feel more connected and have shown to have lasting effects.
  - a. True
  - b. False
  
3. Researchers speculate that the suspicion of strangers is tied to \_\_\_\_\_.
  - a. Upbringing
  - b. Watching sports
  - c. Evolution
  - d. Sleeping 10 hours a night
  
4. We are most comfortable with those who are different from us.
  - a. True
  - b. False
  
5. Even a \_\_\_\_\_ counts as a small gesture in connecting with coworkers.
  - a. Handshake
  - b. Smile
  - c. High-five
  - d. Thumbs Up
  
6. Communication is only about what you are telling others and nothing else.
  - a. True
  - b. False
  
7. It's up to us on what we choose to share about ourselves with co-workers.
  - a. True
  - b. False
  
8. Teamwork doesn't happen all at once; it takes time and effort as a team.
  - a. True
  - b. False