Connecting with Others: Reaching Performance Potential Through Inclusion

Connecting with Others is a workshop that takes diversity training to a whole new level. Numerous clients report that this course received higher ratings than any program they have ever sponsored. It is dynamic, engaging and practical.

THE FOCUS

Instead of just introducing new concepts, this course focuses on specific competencies which create sustainable culture change around inclusion and diversity. The class goes beyond awareness and looks at 5 strategic skills which are necessary to connect with a wider scope of individuals – causing a marked improvement in employee engagement, customer satisfaction and overall performance.

Five Disconnects and the Corresponding Competencies:

1) Disconnect: Flocking – gravitating toward those with similar interests.

   Competency: Networking – expanding our circle with those who are different.

2) Disconnect: Cultural Naiveté – causing offense without intending to.

   Competency: Sensitivity – awareness of our interactions.

3) Disconnect: Monoculturalism – expecting conformity to a single approach.

   Competency: Calibration – adjusting for differences and altering our approach.

4) Disconnect: Pejorative Behavior – showing or tolerating overt disrespect.

   Competency: Advocacy – taking a stand and addressing inappropriate behavior.


   Competency: Positive Expectancy – assuming the best of others and acting on it.

Skill Building and Action Planning

Repairing Disconnects – a three-step process for addressing a disconnect is presented which involves: taking initiative, exploring the issues and creating cooperation to repair the problem.

Improving Connections – participants are asked to work together to analyze situations where they could afford to connect better with someone else. Each person creates a brief action plan that enumerates ways they can strengthen their connections.

Application – participants formulate specific action plans to ensure that the five competencies are put into practice in reference to employee and customer relations.