

## Diversity and Inclusion Business Suite

### 2023 Course Outlines



Language & Communication

Persuasion & Influence

Sales Effectiveness

Executive Negotiation

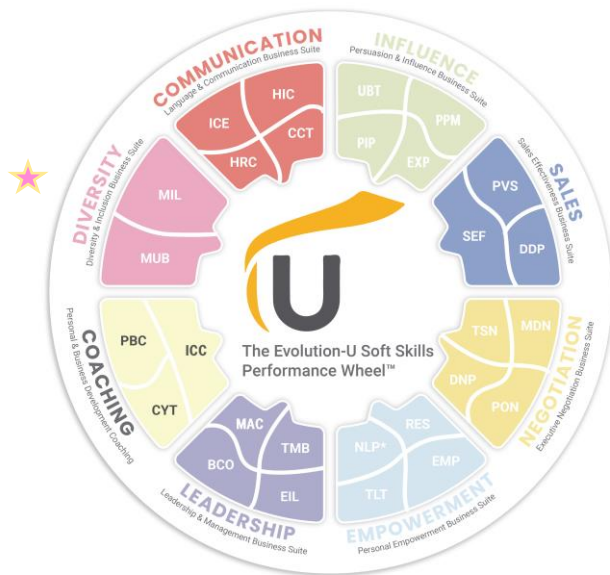
Leadership & Management

Personal & Business Coaching

Personal Empowerment

Diversity & Inclusion

## Our Courses: The Soft Skills Performance Wheel™



"A focused offering of engaging soft skills trainings, providing usable tools for better and measurable performance praised by our Clients"

The **Evolution-U Business Suites** are comprised of approximately 30 unique executive training courses containing 200+ unique modules drawing on best of breed business psychology and NLP applications which we have selected and formatted to deliver focused, results driven content.

† NLP courses: NLP Certification, NLP Fundamentals and NLP in Business

### Diversity and Inclusion Business Suite

The Evolution-U Diversity and Inclusion Business Suite is a comprehensive series of trainings designed to create behavioural change across teams and individuals that positively impact organisational productivity, client interactions, team dynamics and staff retention.

**Managing Unconscious Bias (MUB)** The objective of this training is to raise awareness that while unconscious bias is a natural phenomenon, with an understanding of the principles and application of simple techniques, it can be managed. The study of unconscious bias is supported by an increasing body of research promoting the benefits of a diverse workforce. By taking this training, participants can expect to develop awareness of their own unconscious biases and tools for addressing these to become more effective leaders and team players in a multi-cultural environment.

*Format options include keynote or half day workshop, for up to 12 people. Additional participants quoted upon request. Level: Advanced.*

**Mastering Inclusive Leadership (MIL)** The benefits of a diverse and inclusive workplace include increased innovation, improved problem solving, and higher productivity to name but a few. To create an inclusive workplace, leaders need to develop and up-skill their employees to appreciate difference and work effectively with multi-location and multi-cultural teams. While diversity alone does not guarantee high performance, diversity plus inclusion does.

This workshop provides leaders with an in depth understanding of the inclusion issues in the workplace. They will leave the session with a detailed action plan of small and large changes that they can start implementing immediately.

*Format options include, keynote or one day workshop, for up to 12 people. Additional participants quoted upon request. Level: Advanced.*

## Managing Unconscious Bias (MUB)

### Course Outline

This Managing Unconscious Bias training can be delivered as half day training or 90 minute keynote presentation. The below outline is for the half day format (3 1/2 hours). The objective of each format is to raise awareness that while unconscious bias is a natural phenomenon that we all have, with an understanding of the principles and application of simple techniques, it can be managed. Unconscious Bias is becoming a prominent subject in management training due to its often negative impact on diversity and inclusion when not adopted. This trend is supported by an increasing body of research promoting the benefits of a diverse workforce. By taking this training, participants can expect to develop awareness of their own unconscious biases and tools for addressing these to become more effective leaders and team players in a multi-cultural environment.



### Learning Objectives

By taking this course, participants will:

- Understand how the unconscious mind works and contributes to unconscious bias, and be able to explain the concept to others;
- Recognise how unconscious bias can adversely impact workplace decisions with particular focus on the 'big 2' of gender and racial biasing;
- Be aware of 10 types of common unconscious bias and how they impact our judgement and decision making;
- Learn to recognise unconscious bias in the workplace in ourselves and in others, and develop the tools to address it;

- Learn how to apply System 1 and System 2 thinking to the unconscious bias methodology developed in the training;
- Participate in case studies, individual and group exercises designed to demonstrate how unconscious bias operates.

Depending on duration, course delivery consists of trainer led presentation with video support, individual exercises, group breakouts and case studies. Open class discussion is encouraged to allow participants to learn from experience and best practise of others.

The below course content list covers the content for the one-day version of this training. For half day workshop and keynote sessions the final content will be selected in partnership with the client and based on training objectives.

### Course Content

#### Understanding the Unconscious Mind

Central to the understanding of unconscious bias is the interaction between the conscious and unconscious mind. This opening section introduces the unconscious mind and how we can utilise conscious-unconscious integration for improved performance in meetings, presentations and general communication.

#### Introduction to Unconscious Bias - the 'Big 2'

No training on unconscious bias can be effective without focus on the two major workplace biases of gender and racial bias. These biases are impacting the global corporate workplace and raising awareness of the reasons for them and how to approach the subject in a constructive way is an important first step in managing biases. When we realise that we too can become victims of unconscious bias, the importance of recognising and addressing it in both ourselves and others becomes necessary.

#### 10 Common Types of Unconscious Bias

There are many types of unconscious bias, and each of us is often guilty of exhibiting multiple types. In this section we raise awareness of 10 different types of unconscious bias, how they impact our judgement and decision making, and discuss approaches to dealing with each.

#### Group Exercise: Defining Our Biases

Based on the content covered so far, participants individually and then in groups review the unconscious biases that drive their behaviour currently. This is awareness development exercise that leverages on the now increased knowledge of the many different types of unconscious bias and how they can impact both personal life and the workplace.

#### Managing Unconscious Bias

This critical section of the workshop introduces 4 methodologies for dealing with unconscious bias and forms the foundations for each participant in building their 'Unconscious Bias Action Plan'. The methodologies are; Zero Based Thinking, Perspective Taking, System 1&2 Thinking, and Prospect Theory. Developed by Nobel laureate Daniel Kahneman, System 1&2 thinking gives an alternative and highly repeat-usable approach to managing unconscious bias while Prospect Theory is particularly applicable in financial related decision making.

### **Managing Unconscious Bias Case Study**

In order to bring everything learned during the session into reality, participants participate in a business focused case study where unconscious bias is present and strategies to manage the situation are required. Using the template provided by Evolution-U, this interactive case study can be tailored to the clients industry so as to be as relevant and realistic as possible for the participants.

### **Developing your U/B Action Plan**

Participants will be challenged to develop their own "Unconscious Bias Action Plan" for deployment into their company. The Action Plan will be developed in groups, with each group presenting their plan to the class and identifying best working practices.

### **Blended Learning Option**

Evolution-U has developed a 60 minute online 'Managing Unconscious Bias' training which comprises approx. 48 minutes of video covering all the core theory presented in this training. This allows our clients to invite their team to complete the theory in their own time online, and then to hold a 90-120 minute application session whereby group exercises, case studies and unconscious bias action plan development are covered with live instructor supervision.

## Mastering Inclusive Leadership (MIL)

### Course Outline

"Diversity is being invited to the party. Inclusion is being asked to dance." Verna Myers

The kind of organisation that will be successful in the 21st century, is one where every single team member is valued, seen and works cohesively with other colleagues. A diverse and driven team can support company innovation, offer unique solutions to problems, increase productivity, and so much more.

To create an inclusive workplace, you need to develop and up-skill your employees to appreciate difference, working effectively with multi-location and multi-cultural teams with different backgrounds and experiences. While diversity alone does not guarantee high performance, diversity plus inclusion does.

This workshop provides leaders with a real understanding of the inclusion issues in their workplace and they will leave the session with a detailed action plan of small and large changes that they can start implementing immediately.

Our workshop facilitators have extensive leadership experience in senior financial services roles, bring lots of examples and learnings into the sessions and have the gravitas to challenge senior leaders on changing their mindset.



### Learning Objectives

By attending this workshop, participants will:

- Develop a good understanding of Inclusion and why it is important;
- Look at different examples of positive and negative behaviours and their implications;
- Be introduced to the core principles of Emotional Intelligence with specific reference to leadership and inclusion;
- Learn practical strategies to become more inclusive at work to improve individual, team and company performance;
- Be equipped with the tools to immediately become a more inclusive leader and to support

others in your organisation to become more inclusive.

Course delivery consists of trainer led presentation with video support, individual exercises, group breakouts and case studies. Open class discussion is encouraged to allow participants to learn from experience and best practise of others. Prior to the session, we can also collect anonymous feedback from your teams with examples of when they have felt excluded and included.

### Course Content

#### The importance of creating an inclusive workplace

Hiring a diverse team isn't enough. In order to retain and make best use of each person's skills and experiences, we need to ensure that all employees feel included and bring their whole selves into work. This will stop them from masking or downplaying their individual differences to fit in and to avoid negative stereotyping, prejudice, harassment or discrimination.

#### What is an inclusive leader?

We look at the traits of an inclusive leader; someone who has strong self-awareness about their own preferred work style, but is able to flex this style to connect with everyone in their team, even those who think and work differently.

#### How to recognise and remove Micro-inequities

These subtle, often unconscious messages devalue and demotivate people at work, making them feel excluded. They include comments, gestures and facial expressions. We will show a video to demonstrate these and then look at ways all employees can take small actions and behaviours to make a real difference in creating an inclusive culture.

#### Emotional Intelligence in Inclusive Leadership

An introduction to Emotional Intelligence, equipping participants with the core knowledge required to understand and explain the value of emotional intelligence in leadership. In this session, we summarise the key principles of EI and how to harness its power in the field of leadership using group breakouts, video support and instructor led presentation.

#### How Inclusive is your team?

Anonymous feedback from members of their teams on when they have felt excluded and included will be printed on A4 and stuck around the walls in the room. Then participants will walk around the room and read these and then stand next to the one that resonates most with them (that they think their team may have written). This is usually an enlightening experience for participants and is followed by a discussion on issues and creation of a list of actions on how to address these.

#### Inclusion Case Studies and how to deal with them *(optional - do this depending on diversity of results from team feedback)*

Give some case studies – scenarios which are relevant for participants and their organisation. Split participants into groups whiter they discuss one of these scenarios and report back on how to effectively deal with them and be inclusive.

**The 4 pillars of inclusion and how to implement initiatives to strengthen these**

Embedding inclusive mindsets, behaviours and work practices so that employees feel respected, get a sense of belonging, are empowered and can have bias free career progression.

1. Respect – all employees feel respected
  - includes acknowledging everyone's contributions and celebrating individual differences
2. Belonging – all employees feel a sense of belonging
  - includes working together inclusively, despite differences in language, culture etc
3. Empowerment – all employees are empowered to contribute to work success
  - includes providing flexibility and support for differences
4. Progression – all employees have a fair chance of progressing in their careers
  - includes providing inclusive recruitment, development and retention initiatives

When those four pillars are present, employees are willing and able to share their diverse ideas, perspectives, and experiences.

**Action Planning**

We list what we have learned and what we will do differently.

**Who Should Take This Course**

Managers, Leaders, Business Owners, professionals, external client facing executives, any and all executives who would benefit from becoming more inclusive at work. This training can be tailored to different levels in an organisation.

## CONTACT US

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