

2024



Diversity at Work

TRAINING CATALOGUE



Welcome to Diversity at Work Communications' Training Catalogue! Our mission is to help you transform your workplace through the power of respectful communication skills. We offer comprehensive training programs to equip individuals and teams with the tools to create inclusive environments for employees and customers where everyone feels valued and respected.

Our highly interactive training sessions incorporate real-life scenarios and practical exercises to ensure participants gain hands-on experience and develop skills that can be immediately applied in everyday interactions. Whether delivered online or in-person, our programs are designed to engage participants and facilitate meaningful learning experiences.

We constantly revise and add to our training programs and are always open to suggestions. We offer customizable solutions if you don't see a workshop that meets your needs. Our training can be tailored to your requirements, whether you want to enhance communication within your team, address diversity and inclusion challenges, develop leadership skills, or improve your English proficiency.

For more information about our training offerings, pricing, and customization options, please get in touch with Evelina at evelina@diversityatworkcommunications.com. Visit our website at <http://www.diversityatworkcommunications.com> to learn more about our approach and the impact of our training programs. Join us in creating workplaces where respectful communication thrives!

TRAINING TITLE	DESCRIPTION	LENGTH (HRS)	METHOD
Customer Service			
Serving Customers with Language Barriers Over the Phone	Suppose you're engaged in international business, counselling, emergency crisis work, customer service, or conducting intakes and assessments and face challenges communicating with low English-proficiency callers. This webinar is tailored for you. Miscommunications in phone interactions often lead to frustration, arguments, and unsatisfactory service experiences. See the full description here .	1.5	Online or In-person Includes a job aid.
AODA Customer Service and Employee Standards	A webinar designed to empower organizations in fostering accessibility for Ontarians with disabilities. This engaging session covers crucial aspects such as customer service, employment standards, and the essential component of empathy in creating an inclusive environment.	2.5	In-person or online.
Customer Service and International Students	In this workshop, attendees will explore the nuances of international student services, delving into the expectations and experiences unique to this demographic. Gain valuable insights into how cultural dynamics influence customer interactions and receive practical tips for enhancing intercultural communication and navigating diverse accents. Through interactive discussions, participants will be presented with challenging customer service scenarios and practical recommendations to de-escalate conflicts. Join us to elevate your understanding and proficiency in providing exceptional international student support.	3	Live Online or in-person.

<p>Mastering Inclusive Email Communication</p>	<p>Participants will acquire practical strategies for efficiently managing a high volume of emails. Delve into practical approaches for addressing challenges such as unresponsive recipients, delivering bad news, and responding to emails from individuals with varying literacy levels. Explore the importance of inclusive language, accessibility, and cultural considerations in communication.</p>	<p>4</p>	<p>Live online or in-person group training.</p>
<p>Leadership</p>			
<p>Elevate Your Leadership with Inclusive Communication Skills</p>	<p>These days, workplaces can be rife with conflict and division, but good leadership can turn that around. The key is to learn and model respectful communication skills that unite, create dialogue, and resolve conflicts. This workshop is for you if you are a leader aiming to cultivate a genuinely inclusive, diverse environment in your organization. Understanding and learning to listen actively can be instrumental in reducing conflict, leveraging employee talents, and reducing inequities. Grasp the significance of engaging in meaningful diversity conversations. Learn how these dialogues can enhance understanding and respect among team members. Navigate sensitive topics with tact and understanding. Discover ways to address offensive and insensitive comments to create awareness and reduce bias. Gain hands-on experience in applying these communication strategies in real-world scenarios. Engage in self-reflection exercises to understand your communication styles and identify areas for growth.</p>	<p>2.5</p>	<p>In-person and online</p> <p>Please note a pre-reading exercise and a listening self-assessment must be completed before</p>

Respectful Workplace			
Anti-Bullying and Harassment C-168	<p>Are you ready to be part of a transformative experience that equips you with the knowledge and tools to combat bullying and harassment? Our workshop will motivate you to foster a respectful and empathetic culture. You will learn about the provincial laws that protect workers from harassment. Identify the different faces of bullying, analyze power dynamics in the workplace and how they can impact incidents and reporting. Delve into the short-term and long-term consequences of harassment and workplace violence for the victim, offender, bystanders, and the organization. Learn what to do if you are a victim. All are delivered in an engaging format that includes storytelling and client successes.</p> <p><i>(Can be customized to include other provincial workplace violence and harassment training)</i></p>	4	In-person is ideal. A shorter online version is available as well.
Anti-Bullying and Harassment Bill C-65.	<p>Are you ready to be part of a transformative experience that equips you with the knowledge and tools to combat bullying and harassment? Our workshop will motivate you to foster a respectful and empathetic culture. You will learn about the federal laws that protect workers from harassment. Identify the different faces of bullying, analyze power dynamics in the workplace and how they can impact incidents and reporting. Delve into the short-term and long-term consequences of harassment and workplace violence for the victim, offender, bystanders, and the organization. Learn what to do if you are a victim.</p>	4	In-person is ideal. A shorter online version is available as well.

	Delivered in an engaging format that includes storytelling and client successes. <i>(This training is specifically designed for employees who are federally regulated)</i>		
Anger Management	Engage in self-reflective exercises designed to explore emotions, cultivate effective self-care practices, and foster positive self-talk. Learn simple and concrete strategies for managing anger, setting healthy boundaries, and embracing responsibility for personal actions. Elevate your self-awareness and well-being in this transformative session.	1.5	Online, guided facilitation.
1:1 Sensitivity/Empathy	Our most popular service. Provide For full details visit .	7-10	Online or in-person
Tone It Down!	Have you ever felt your words were a little too sharp? Ready to transform your tone for a more polished and professional vibe? Join our exclusive online workshop. Learn how to master the grammar of diplomacy, how to break bad news, the art of neutrality and understand when to use a formal versus a casual tone. Click on the course outline .	4	Online or in-person
Diplomatic Language and Tone Softening Techniques	Have your words ever been misinterpreted as too aggressive? Surprised by adverse reactions to your seemingly neutral messages? It's time to refine your communication skills!	4	Online or in-person

	Join our interactive, online workshop designed to reshape your speaking and writing tone, turning it more respectful, polite, and assertively professional.		
Inclusive Language for Respectful Workplaces.	We delve into establishing a neutral and apolitical baseline that workplaces and businesses can adopt to maintain brand integrity. Explore strategies to balance amid ever-changing terminology and gain insights into addressing missteps and the potential pitfalls of labelling individuals unaware of or unfamiliar with inclusive language.	3	Online or in-person
English as a Second Language			
Individual Language Coaching	Customized language coaching for professionals. Learners must have, at a minimum, low intermediate English proficiency. Specializing in pronunciation, intonation, business communications, vocabulary enrichment and intercultural communication. Visit	Varies	Online
Corporate Customized Language Training	Contact us regarding developing a corporate language training program specifically tailored to your business needs.	Varies	Online
Pronunciation Boot Camp	Are you tired of stumbling over tricky English sounds? Do you wish to speak with confidence and clarity? Look no further! An exhilarating English Pronunciation Bootcamp	1.5	Online

	webinar where we'll tackle the most challenging sounds and propel your language skills to new heights. As a bonus, you will receive an electronic guide.		
Elevate Your Data Communication Skills: Describe Charts and Graphs	Crack the code to powerful data storytelling! Acquire descriptive vocabulary that will make your presentations memorable and professional. Acquire hands-on skills and proven techniques to articulate data trends, patterns, and insights clearly.	3	Online or in-person
Language Barriers: Tips for Inclusive Training	A significant percentage of any given population is functionally illiterate or operates with low levels of English proficiency. As a trainer, how do you ensure your training messages are understood? What can you do to break down learners' barriers and foster inclusivity? In this presentation/lecture, you will discover how to clarify your verbal communication. Be more aware of cultural considerations and sensitivities. Receive strategies for improving understanding. Become familiar with tools to simplify your communications.	1.5	Online or in-person. Presentation format.
Intercultural Communication			
Communicating Across Cultures	Are you struggling to get your message across to someone who may have a language barrier? Would you like to learn ways to communicate more clearly, in person, over the phone, and in writing, with basic English skills to be understood by clients and employees? In this interactive workshop, you will learn new skills and gain tools to deliver and receive messages, resulting in a more equitable, inclusive, and engaging experience for all.	3	Online or in-person

Understanding and Responding to Intercultural Conflict	<p>Intercultural conflicts are rising in the workplace, and knowing why and how they happen and how to handle them is crucial to maintaining a respectful workplace.</p> <p>Gain insights into diverse cultural perspectives to address potential conflicts preemptively. Understand the role of cultural nuances in shaping communication styles and expectations. Learn communication techniques that bridge cultural gaps and foster understanding.</p> <p>Uncover proven conflict resolution models tailored for culturally diverse environments.</p>	3	Online or in-person
Wellness			
Anger Management: Keeping Your Cool and Your Job	Engage in self-reflective exercises to explore emotions, cultivate effective self-care practices, and foster positive self-talk. Learn simple and concrete strategies for managing anger, setting healthy boundaries, and embracing responsibility for personal actions. Elevate your self-awareness and well-being in this transformative session.	1.5	Live webinar and follow along with the guidebook.
Mind Matters: Fostering Mental Health Inclusion in the Workplace	Explore the intersectionality of mental health with key diversity demographics, understanding how age, gender, and cultural background influence mental well-being. Learn practical and personalized ways to prioritize mental well-being, fostering a culture of self-care within the workplace. Navigate through relevant policies and legislation safeguarding workers' mental health, ensuring a	3	Online

	workplace environment prioritizing well-being. Acquire tools and strategies for offering empathetic support to colleagues facing mental health challenges, supporting a compassionate and inclusive workplace culture. Engage in self-reflective exercises and assess your current stress levels.		
INDUSTRY/SECTOR SPECIFIC TRAINING			
Constituency Offices			
Dealing with Challenging Constituent Communications	Constituency office workers will receive specialized training to handle challenging situations while interacting with the public effectively. From irate constituents to sensitive issues, participants will gain practical skills and strategies to navigate various challenges in written and verbal form with professionalism and empathy. The workshop will be co-facilitated by a retired veteran mental health crisis counsellor of 20 years.	6	In-person
Law Firms			
From Policies to Practice: Inclusive Leadership at Law Firms	Are you ready to revolutionize your approach to leadership within your law firm? Join us for a powerful 4-hour workshop designed exclusively for law firm partners, focused on fostering inclusive leadership practices. Delve deep into the historical challenges that have hindered the legal industry's recruitment, retention, and promotion of diverse talent. Engage in insightful discussions on breaking these barriers to create a truly inclusive work environment. Explore the role of implicit biases in decision-making processes within law firms.	4	Online or in-person

	<p>Learn how these biases can subtly influence hiring, promotions, and everyday interactions. Confront and challenge sexist assumptions that persist in the legal world. Learn how to recognize, address, and prevent these subtle but harmful behaviours. Receive ideas for policy and program considerations. Work through challenging case studies.</p>		
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