cupa-hr Webinar

Creating a Rich Tapestry: Diversity and Inclusion in the Workplace

May 9, 2017

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Presenters

Anne Mayer
Director, Employee & Organizational Development
Texas A&M University

J. J. Macias
Senior Training & Development Consultant,
Texas A&M University

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Objectives

- Understand why “typical” diversity training does not lead to transformational change
- Identify key components of an effective diversity training program
- Create a cost-effective and holistic diversity training program that makes a positive impact on work climate

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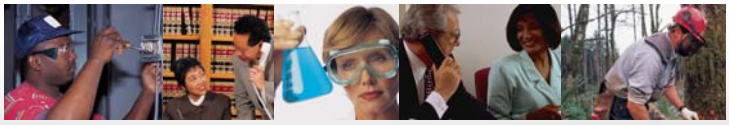
Why do it

For WebEx moderator (ask the question and open it for answers): Why do your think it is now more important than ever to have a diversity training program?

Why do it?

"Reduce to **zero** the number of students, faculty, or staff who leave because of a perception of a less-than-welcoming environment."



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What it ISN'T

For WebEx moderator (ask the question and open it for answers): How do you think people feel like when you tell them that they get to go to a diversity workshop or a program?

6

got purpose?

Purpose

Contribute to a **positive work climate** by helping employees **recognize, accept and value differences** among co-workers and others in our **community**, thereby increasing their ability to **work, serve and interact** effectively with others within a diverse environment.

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Features

- Creative programming
- Multi-faceted learning modalities
- Campus-wide and community engagement
- Cost effective

18-month ♦ self-paced ♦ $59

10

Requirements

- Core courses
- Electives
- Capstone

18-month ♦ self-paced ♦ $59

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Core Courses

- **Developing Cultural Competence in the Workplace** (foundational course)
- Introduction to Diversity and Inclusion (online prerequisite)
- **Fostering Respect in a Diverse Workplace**
- Improving Interpersonal Communication Skills (online)
- **Interpersonal Communication Skills**
- **Bridging the Gap - The Multigenerational Workforce**
- ADA for Supervisors and Faculty (online)
- Effective Hiring Practices (online)
- **Lost in Translation: Navigating Intercultural Communication in the Workplace**
- Diversity and Inclusion Program Capstone

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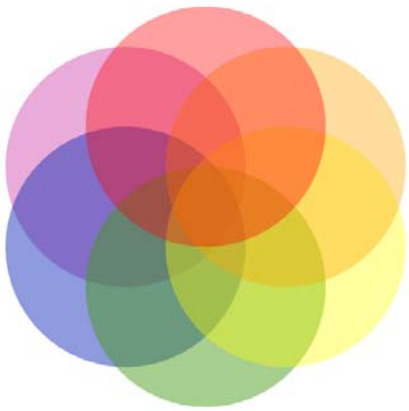

ELECTIVES

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Electives – Campus and community engagement

- Faculty and Guest Lecturers
- Office of Diversity
- Dept. of Multicultural Services
- International Student Services
- LGBT Resource Center
- African American Professional Association
- Raindrop Turkish House
- Council for Minority Student Affairs
- Brazos Valley African American Museum
- Veteran Resource & Support Center

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Electives – Stretch beyond "zones of familiarity"

- Race, Culture and Class in Urban Nightlife
- Native American Blue Corn Storyteller
- Ramadan Dinner
- Aggie Perspectives: International Students
- Religious Oppression as a Social Justice
- To Come Out or Not
- Racial History My Teachers Never Taught Me
- After Combat – Soldiers Return from the Millennial Wars
- Microagressions & Marginality
- Gallery of a Journey – Undocumented Students
- Dispelling Myths about Educating People with Disabilities
- Aggie Ability Awareness

…and many more

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Electives – Journaling

- What information did you learn and/or insights did you gain?
- How has this event contributed to your perspectives of diversity and inclusion?

For WebEx moderator (ask the question and open it for answers): what do you think the benefits of journaling are in a program like this one? (How could it impact the participants and their learning?)

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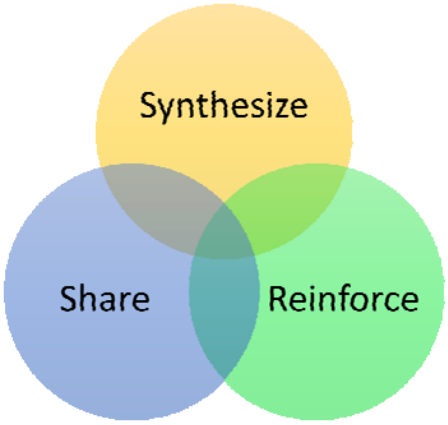

CAPSTONE

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Capstone

Participants:

- Review and synthesize the learning from the individual courses
- Share their elective learning experiences
- Discuss how they plan to apply the program skills and knowledge to foster a diverse and inclusive workplace.

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Recognition Reception

- Held twice a year
- Recognize employees who have completed any of 11 certificate program in past 6 months
- President's Office and University Staff Council representatives
- DIW speaker shares insights
- Recipients encouraged to invite their supervisors

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IMPACT

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Impact

Evaluation Question	Average Percentage
This program contributed to my ABILITY to recognize, accept and value differences among co-workers.	100%
I have USED skills acquired in this program to effectively respond to bias.	91%
I have USED strategies acquired in this program to bridge differences with people who differ amongst a wide variety of attributes.	91%
I have APPLIED what I have learned through the program to recognize, accept and value differences among co-workers.	100%
I have APPLIED what I learned in this program to work, serve and interact effectively with others within a diverse environment.	95%

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"My world view was pushed and challenged… The activities we did in class … truly opened my eyes to how closed off I was!"

"What I see, others see differently – and that's OK!"

23

"The other biggest takeaway for me was realizing that culture is much like a puzzle – the pieces alone mean nothing – you need to look at the puzzle as a whole to know/understand a person or their culture."

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"I am comfortable being more assertive than in the past in politely and respectfully challenging inappropriate conversations…"

25

"This program was unique because it combined a variety of learning methodologies; namely, lectures, classroom interaction, participation in cultural events, and assignments to write essays to reflect on what was learned. It was a transformational program that truly raised my awareness and appreciation of different cultures."

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"Not only would I recommend the certificate program but I believe it should be required for all TAMU employees! The program is absolutely wonderful; you learn so much about yourself and how to and appreciate everyone's differences."

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What about your campus

For WebEx moderator (ask the question and open it for answers): what about your campus? Do you currently have anything is place that you are doing?

Final Thoughts

- Get creative with and leverage available resources
- Create a program that allows for flexibility
- Make it as cost effective as possible
- Include reflective pieces and a review system for these
- Create a piece that synthesizes the coursework at the end

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Jose Macias
Anne Mayer
jjmacias@tamu.edu
employees.tamu.edu

Division of Human Resources
& Organizational Effectiveness

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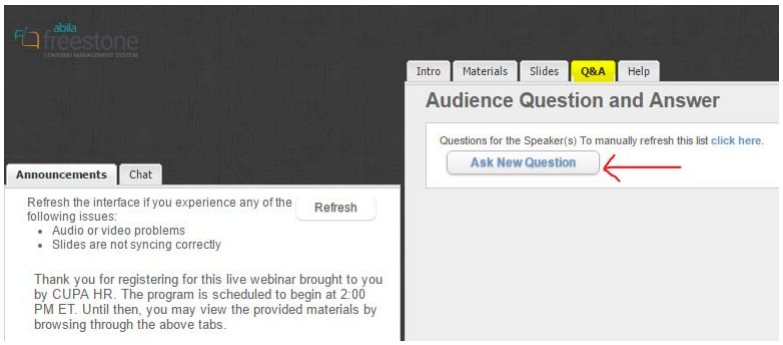
Q & A

Don't forget to submit your questions to our presenters.

How? Click on the Q & A tab at the top of the presentation and select *Ask New Question*.

Thank you for joining us today!



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Thank You!

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