

CULTURAL

SENSITIVITY TRAINING

4-hour course

Course Description

This workshop explores how difference-related assumptions influence workplace interactions, contribute to unintentional biases, and can lead to discrimination or harassment. Participants learn how valuing differences improves communication, strengthens collaboration, and supports a respectful, inclusive environment. The session also covers cross-cultural communication strategies and practical approaches for managing intergenerational and difference-related conflict.

Learning Objectives

Participants will learn to:

- Recognize how assumptions, unconscious bias, and diversity-related beliefs influence workplace behaviour.
- Identify conduct that may contribute to discrimination, harassment, or exclusion.
- Apply respectful communication practices and cross-cultural sensitivity skills.
- Strengthen awareness of prohibited grounds of discrimination and related responsibilities at work.
- Use practical frameworks and self-reflection tools to resolve difference-related conflict and support a more inclusive workplace.

Course Content

1. **Introduction to Sensitivity Training**
 - a. What is Sensitivity Training
 - b. Where is the Workplace
2. **The Fundamentals of Workplace Respect**
 - a. Characteristics of a Respectful Workplace
 - b. What Makes You Feel Respected?
 - c. Legislation to Protect the Health and Well-Being of Workers
 - d. Impact vs Intent
 - e. Inappropriate: Spoken Words, Other Interactions, and Flying Off The Handle
3. **What Makes Something OK to Say or Do at Work?**
 - a. Evaluating Workplace Conduct
4. **Workplace Language and Behaviour Governance Framework**
5. **Human Rights Prohibited Grounds in Employment**
 - a. Prohibited Grounds of Discrimination
 - b. Employer's, Management's, and Employee's Responsibilities
6. **Unconscious Bias**
 - a. Definition of Unconscious Bias
 - b. Unconscious Bias in the Workplace
 - c. False Diversity-Related Assumptions
 - d. What Hostility Can Look Like
7. **Cross Cultural Sensitivity**
 - a. False Diversity-Related Beliefs
 - b. Iceberg Model
 - c. Actions That Support Inclusion
 - d. 8 Key Ways Cultures Can Differ
8. **Micro-Aggression**
 - a. Evaluating Workplace Conduct
 - b. Inappropriate Interaction: Micro-Aggression
 - c. Cross Cultural Diversity
9. **Boundaries in the Workplace**
 - a. What Are Boundaries at Work
 - b. Where Boundaries Matter
10. **Workplace Conflict Management**
 - a. Constructive Conflict vs Destructive Conflict
11. **Key Takeaway Messages**
 - a. Commitment to Attitudinal Change
 - b. Key Messages to Take Personally
12. **Your Action Plan**