

## Module 2 — Embracing Diversity and Inclusion

45 minutes

### ASK

- What is diversity?
- **ASK** for a **SHOW OF HANDS**. Who has heard the term “invisible diversity”?
- What does invisible diversity mean?

### EXPLAIN

- According to the Merriam-Webster Dictionary, diversity means being composed of differing elements, especially, the inclusion of different types of people in a group or organization.
- Diversity includes both the visible (race, age, gender, etc.) and the invisible (ethnicity, sexual orientation, education, values, the different ways we think or process information, etc.)
- Invisible diversity is everything we cannot see about a person that makes them unique.



### Group Activity: Diversity and Inclusion

15 minutes

### EXPLAIN:

- We intuitively know that a diverse and inclusive workforce is good for employees and the company.
- We’re going to find out what recent research about diversity and inclusiveness in the workplace tells us about that premise.

### SAY

*Let’s find out what you think. I will ask you a couple questions and then we will compare your answers to the research data.*

**DISTRIBUTE** voting cards and markers to each person. (Reproducible voting cards are available in the Resources section.)

**NOTE:** Alternatively, you can ask them to vote with their feet by getting up and walking to one of the four corners of the room (represented by a percentage value you assign).



## Group Activity: Protected Classes

5 minutes

ASK

- Under federal law, it's illegal to harass or discriminate based on protected classes. What are the protected classes?
  - › [Age \(40 or older\)](#)
  - › [Race](#)
  - › [Color](#)
  - › [Religion](#)
  - › [National origin](#)
  - › [Sex \(including pregnancy\)](#)
  - › [Disability](#)
  - › [Genetic information \(including family history\)](#)

**DEBRIEF** "round robin" style. **EXPLAIN** that many states also have expanded legislation. In some states, for example, it is illegal to harass or discriminate based on gender identity or veteran status.

## How Was Your Day? Video and Discussion

10 minutes



**PLAY** Media Partners' *How Was Your Day?* video. **PLAY** the "Preventing Hostile Work Environment Harassment" module.

## Activity: Is It or Isn't It?

10 minutes

**PAUSE** the video after the host asks whether Shonda was harassed by Alan, Beth, or Carl.

**POINT OUT** three parts of the room to represent "Yes," "No," and "Maybe."

**NOTE:** This activity is designed to get learners to think about whether harassment has occurred in the scenario they viewed. It is also designed to get them out of their seats. The debriefs are short. They can stay where they are and then move again as they decide their next response.

## Bullying Versus Harassment

Characteristic	Bullying	Hostile Work Environment Harassment
Pattern	Yes	Yes
Power	Bully seeks psychological power/control/dominance	Not necessarily about power and control
Conduct	Unwanted, aggressive or threatening conduct that causes psychological and physical harm.	Unwanted, intimidating, offensive conduct that creates a hostile working environment and interferes with the victim's ability to do their job.
Behaviors	Abusive conduct including (but not limited to): <ul style="list-style-type: none"> <li>• Aggression</li> <li>• Verbal abuse, threats, intimidation</li> <li>• Humiliation</li> <li>• Criticism</li> <li>• Gossip, rumors</li> <li>• Undermining and work sabotage</li> </ul>	Offensive conduct including (but not limited to): <ul style="list-style-type: none"> <li>• Verbal slurs, demeaning jokes, comments</li> <li>• Humiliation</li> <li>• Gossip, rumors</li> <li>• Physical touching, innuendo</li> <li>• Inappropriate, offensive words or actions focused on protected class</li> </ul>
Intent	Intends to cause harm	May or may not intend to cause harm; intent doesn't matter
Perpetrator	Usually a boss; can also be co-worker with boss ignoring, or adding to, the problem	Usually a co-worker; can also be a customer, vendor or boss.
Escalation	Likely (in severity and/or additional people)	Not necessarily
Illegal (federal law)	No	Yes (under discrimination laws based on protected classes)
Illegal (state law)	Some	Yes

# Uncovering Unconscious Bias — Riddles

---

**REPRODUCE** and cut into strips. **DISTRIBUTE** to groups.

## Riddle #1

Mr. Smith and his son, Billy, are in a car accident. Mr. Smith dies at the scene and his son, Billy, is badly injured and rushed to the hospital. In the operating room, the surgeon looks at the boy and says, "I can't operate. This is my son, Billy." How can this be?

## Riddle #2

A soldier is court-martialed. The Captain is put on the stand and under oath testifies, "That soldier is my brother." But the soldier said the Captain is not his brother. Who is telling the truth?

## Riddle #1

Mr. Smith and his son, Billy, are in a car accident. Mr. Smith dies at the scene and his son, Billy, is badly injured and rushed to the hospital. In the operating room, the surgeon looks at the boy and says, "I can't operate. This is my son, Billy." How can this be?

## Riddle #2

A soldier is court-martialed. The Captain is put on the stand and under oath testifies, "That soldier is my brother." But the soldier said the Captain is not his brother. Who is telling the truth?

## Riddle #1

Mr. Smith and his son, Billy, are in a car accident. Mr. Smith dies at the scene and his son, Billy, is badly injured and rushed to the hospital. In the operating room, the surgeon looks at the boy and says, "I can't operate. This is my son, Billy." How can this be?

## Riddle #2

A soldier is court-martialed. The Captain is put on the stand and under oath testifies, "That soldier is my brother." But the soldier said the Captain is not his brother. Who is telling the truth?

## Embracing Diversity and Inclusion

### Question #1 — What do you think?

Read the following question. Using a marker, **CIRCLE** your response on the table below.

According to McKinsey and Company research, by what percentage are **ethnically-diverse** companies more likely to outperform their peers?

25%	30%
35%	40%