

DIVERSITY IN THE WORKPLACE

This course helps employees work more effectively in a diverse workplace by teaching them to treat everyone as they would like to be treated. It demonstrates that treating co-workers and guests with dignity, care and respect is always the right thing to do, not just from a professional standpoint, but from a personal one as well. Employees will learn the importance of considering how their words and actions, despite motive or intent, can be interpreted by guests or co-workers.

AUDIENCE

Hourly Employees

LENGTH

15 minutes

FEATURES

Video examples
Interactive questions

ACCESSIBILITY

English narration
Spanish narration
On-screen text option
Tin Can compatible
Mobile-ready

PROGRAMS

Standard Employee
Harassment Prevention

Employee Compliance
DIVERSITY IN THE WORKPLACE

Do you think these Guests felt welcomed by Angela's behavior?

YES NO

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HIGHLIGHTS

Diversity situations are discussed in a frank and open manner, including:

- Scenarios that illustrate the impacts of a hostile or disrespectful workplace and how to diffuse a tense situation by treating everyone with professionalism and respect
- Understanding how words and actions can be interpreted by co-workers and guests, and the importance of stopping to consider the impacts before speaking
- Video examples that provide real-life scenes demonstrating the importance of treating co-workers and guests with dignity and respect
- How to look at a situation from the guest's perspective and respond with care and consideration