



Culture Shift Team

Training Catalog

Diversity-Equity-Inclusion Breakthrough	2
Implicit Bias Algorithm	3
DEI Myth Breakers	4
Courageous Conversations	5
Reflective Listening	6
Multicultural Lens™ for Cultural Agility	7
Conscious Conflict & Maintaining Community at Work	8
Inclusion Ambassador Model Training Workshop & Planning Sessions	9

DIVERSITY-EQUITY-INCLUSION BREAKTHROUGH



The foundational training session, **DEI Breakthrough** establishes DEI strategy as a lever for awareness building, market growth and loyalty. The **TIG DIVERSITY MODEL** defines the fundamental links between the key business drivers of TRUST, INNOVATION, and GROWTH along with the ways in which diversity, equity and inclusion impact them. Using this model, leaders and staff can evaluate and align their activities to deliver stronger client outcomes.

SESSION STRUCTURE

- 2.5 hour **DEI Breakthrough** Leadership Talk & Listening Session led by Robert Wilson
- Interactive live webinar
- Targeted to senior leaders, board and other key internal stakeholders
- Up to 25 participants per session
- Available as 45 minute talk for larger audiences

SESSION OUTCOMES

- ❑ Inspire leaders and key stakeholders to use DEI as a lever to spark innovation and growth
- ❑ Demonstrate the relationships between trust, innovation and growth within the organization
- ❑ Disarm the diversity and inclusion de-railers; stereotypes, implicit bias, and majority privilege.

IMPLICIT BIAS ALGORITHM

Implicit Bias Algorithm is designed to examine unconscious bias through the lens of brain science and trust building. Based on Culture Shift Team's Diversity Breakthrough training series, the workshop provides a deeper dive into the origins and outcomes of associations and bias and the negative impact bias can have on building and maintaining trust with internal and external stakeholders. Participants also learn how to counteract bias through a series of trust building exercises and personal commitments that may be continued with internal and external partners after the workshop is concluded.



Implicit Bias Algorithm

The course illustrates the neurological processes behind trust-building, especially among those of varying backgrounds. Bias is further examined as it relates to cognition and our interaction with external customers and stakeholders. With an in-depth study of majority privilege, this course equips leaders with the tools to understand and manage bias in internal practices and external relationships.

WORKSHOP STRUCTURE

- 2.5 hour session led by Robert Wilson
- Interactive live webinar
- Up to 20-30 participants per session

WORKSHOP OUTCOMES

- ❑ Understand brain science at work in creating and perpetuating bias and stereotypes
- ❑ Examine disruption and innovation as they relate to deconstructing biases
- ❑ Investigate the power of networks and provide practical tools to fight bias within personal and professional arenas

DEI MYTH BREAKERS

DEI Myth Breakers enhances our ability to counter common misperceptions about diversity, equity, and inclusion (DEI). Society demographics are changing dramatically. As we work to attract and leverage diversity within our organizations, myths and misperceptions about DEI permeate our culture. Further, our workplaces are often the area of our lives where we encounter the most diversity and difference in lived experiences. The struggle to understand and respect one another's perspectives can damage trust between our clients, co-workers and customers. How do we create a more inclusive, trusting work environment in our organizations? How do we truly become ambassadors for inclusion? How do we identify and dispel myths that sabotage our DEI efforts? DEI Mythbreakers is designed to answer these questions and provide the skill development needed to model inclusive behaviors and advance DEI in our organizations.

WORKSHOP STRUCTURE

- 2.5 hour session led by Robert Wilson
- Interactive live webinar
- 20-30 participants per session

WORKSHOP OUTCOMES

- ❑ Describe the link between trust-building and diversity and inclusion
- ❑ Identify common myths around diversity and inclusion within organizations
- ❑ Learn effective techniques for countering common misconceptions about diversity and inclusion
- ❑ Learn how to engage as a diversity ambassador in your organization by effectively addressing conflict
- ❑ Learn why "calling in" is more effective than "calling out" as a way to deal with organizational community harms

REFLECTIVE LISTENING

Capturing mission-critical data and effective communication are essential to successful change management. Key stakeholder input and insights are crucial for leaders managing the transition. CST offers a tool for leadership teams called Reflective Listening. In essence, the structured dialogue is conducted much like a focus group, but with set ground rules that ensure equitable time. CST partners with the organization to develop questions that get to the heart of key DEI issues. Small group sessions are led by internal virtual table hosts, trained by CST to manage the discussions within each group. Following the listening session "pulse survey" captures employee feedback and attitudes.

Benefits of CST's Reflective Dialogue Process

- Gathers qualitative data from 4-5 questions designed collaboratively with the client
- Promotes trust-building, narrative disruption, and shared understanding
- Expands organization's capacity for listening
- Breaks down communication silos when designed for cross-department participation
- Conducted in person by CST lead facilitator with internally trained table hosts

Reflective Dialogue is Different by Design: Addressing barriers that impede communication

1. Communication Agreement creates a safe environment for sharing and enables participants to relay difficult, emotionally-charged information in a focused, neutral way.
2. Each participant gets equal time and voice with no interruptions, neutralizing issues around participants who may dominate conversations. Equal time also addresses intimidation that may come with power and hierarchy differences among participants.
3. Discussion questions are shared in advance so participants can listen to each other rather than think about what they want to say.
4. Conducted in person in small groups of maximum 5 participants per group.

How CST's Reflective Listening Works

- **Develop the Structured Dialogue**
 - Develop questions to yield most in depth discussions
 - Internal table host are trained by CST
- **Facilitate Sessions**
 - CST leader facilitator kicks off session with DEI chat on importance of courageous conversations in the workplace
 - Internal table hosts conduct listening sessions in small breakout groups
- **Post-session survey data collection**
 - Brief 3-5 question pulse survey administered after the event to capture employee feedback and attitudes about inclusion
- **Report of Findings**
 - CST reports out to all key stakeholders and facilitates leadership discussion of findings

COURAGEOUS CONVERSATIONS

Extreme political polarization and differences in lived experience comes with us into our work and educational spaces. We increasingly find it difficult to build bridges across differences. The key to bridging the divide is relationships. Integral to building relationships is the ability to have difficult conversations. So why is it so hard to broach difficult topics like race, religion, gender, sexual orientation, politics, and socio-economic status? How does our work and our organizations suffer when we are unable to do so? Creating space for courageous conversations is the key to inclusiveness. Combining a 45-minute talk and the Culture Shift Team Reflective Listening tool, we both examine the dynamics of courageous conversations and conduct an in-workshop simulation on how to effectively listen and dialogue.

WORKSHOP STRUCTURE

- 3 hour session led by Robert Wilson
- Interactive in-person or live virtual session
- 40-50 participants per session

WORKSHOP OUTCOMES

- Understand why courageous conversations around diversity, equity and inclusion are critical to creating a culture of inclusion in your organization
- Learn how to overcome the fear of broaching difficult diversity and inclusion topics
- Learn tools to create a safe environment for courageous conversations
- Learn tools to conduct courageous conversations that are productive and help create and sustain inclusive culture

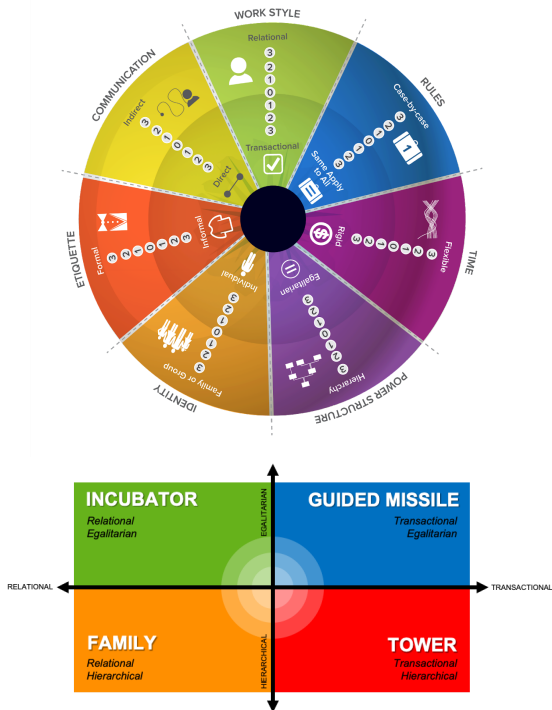
MULTICULTURAL LENS™ FOR CULTURAL AGILITY

Skilling up on cultural agility enables individuals, teams and organizations to adapt approaches to work effectively, to serve customers and solve problems. Based on leading data-driven cultural models, the **Multicultural Lens (MCL) Cultural Agility Training** offers a simplified framework for navigating the

hidden rules of culture. These rules dictate how we define respect, how we view leadership, how we represent ourselves, how we approach conflict and how we effectively communicate with one another. Participants learn to identify meaningful differences and potential gaps in cultural expectations that have the potential to create tension or erode trust.

One key module of the MCL training includes **Four Global Organizational Typologies** to promote understanding of organizational cultures. These typologies have default characteristics from leadership style to employee motivation and team building. This module helps teams and key stakeholders proactively navigate how culture may impact professional behaviors and cultural expectations across teams, departments and the organization as a whole. Participants will

understand their own comfort zones in relation to the organizational culture and be able to identify opportunities to bridge gaps that may exist between the two.



SESSION STRUCTURE

- 2 hour session led by Ann Gillespie
- Live webinar with a brief break at mid-point for up to 20 to 25 participants

SESSION OUTCOMES

- ❑ Provide language and framework to talk about cultural expectations and values
- ❑ Identify gaps in cultural set points and understand meaningful differences that impact trust
- ❑ Build awareness of how to increase comfort across diverse cultural spectrums in order to build long term relationships that support collaboration

CONSCIOUS CONFLICT & MAINTAINING COMMUNITY AT WORK

As an organization, how we manage conflict directly impacts the health and psychological safety of our workplace communities. We have choices in how we manage conflict. We can leave conflict unresolved; take action that forces someone to part ways with a group or community; or we can take action that keeps everyone in community.

This session introduces the concept of Community Accountability (CA), an approach for conflict resolution that provides a new model for addressing harms in a way that promotes trust and inclusion. An underlying premise of CA is that everyone is capable of committing harm, and everyone is capable of experiencing harm.

CA is an approach to address the harms that fall short of harassment or bullying. Harms like microaggressions erode trust, impact job performance and satisfaction. Traditional anti-harassment policies and procedures often fail to provide a constructive way to address these kinds of harms. Community accountability provides a new approach to disrupting these DEI derailers and building trust. CA keeps the community intact, creates opportunity for healing and builds institutional knowledge.

SESSION STRUCTURE

- 2 hour session led by Adrianna Flax
- Interactive live webinar

SESSION OUTCOMES

- Understand and disrupt myths around DEI strategy
- Understand belonging, workplace community and the role of psychological safety
- Anticipate conflicts that break trust, cause harms or allow microaggressions to occur
- Explore conflict management model of Community Accountability
- Practice disruption using real world scenarios and situations

INCLUSION AMBASSADOR MODEL TRAINING WORKSHOP & PLANNING SESSIONS

This customized training session provides instruction around seven core competencies of the Ambassador Model, focusing on the behaviors that promote a culture of inclusion. Inclusion Ambassador Model is geared toward DEI committee members, senior leaders and other contributors who are passionate about promoting inclusion.

Seven Core Competencies

- **Awareness:** Educate team on the current state
- **Trust-Up:** Engage in trust building activities
- **Skill-Up:** Develop the skills needed to lean in
- **Commit:** Inspire commitment
- **Act:** Take action and gain experience
- **Engage:** Leverage relationships
- **Champion:** Elevate the organization



The workshop includes a mixture of lecture, activities, and video to create awareness of the importance of diversity ambassadorship and develop the skills needed to be successful ambassadors internally and externally. Includes tools for self-assessment, an action plan for the engagement, and participant manual.

SESSION STRUCTURE

- Ninety (90) minute session or two hour virtual session with brief break
- Planning and discussion time to establish vision, DEI goals and objectives

SESSION OUTCOMES

- Understand the competencies, practices and behaviors that advance DEI
- Explore and reflect on scenarios how an Inclusion Ambassador makes an impact on inclusion, advancement and overall advancement of DEI strategy
- Create an action plan with an accountability partner