

Contact Information

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Program Information

Topic #1) Fostering a Diverse & Inclusive Workplace

Description: A Positive Workplace Means Business! Leaders of 21st century organizations must manage diversity and practice inclusion well in order to make a positive impact on their organization's performance, profitability and market share. Fostering a Diverse & Inclusive Workplace reinforces the idea that diversity is a strategic competitive advantage in today's global economy and just makes "cents!"

Duration: Designed as a half-day (3.5 hr.) workshop. Abbreviated versions (30, 45, and 90 minutes) are also available for speaking engagements.

Learning Objectives / Outcomes:

- Learn about diversity and inclusion
- Create a more inclusive workplace and customer-friendly environment
- Power-up your self-awareness and capitalize on the experiences and ideas of others
- Increase productivity, achieve organizational goals and improve employee engagement and overall business results

Target Audience:

- Front-line service providers who ultimately determine the service quality level to customers both outside and inside the organization
- Front-line production employees, team leaders, supervisors and managers
- Leaders responsible for developing and implementing their organization's customer service and people strategies

Additional topics are available; see the website for details.