



VALUING DIFFERENCES

LEARNING FORMAT: CLASSROOM (ONSITE ONLY)

Everyone looks at things in a unique way. Today, the companies with the greatest competitive advantage are those that can make the most of their people's diverse abilities.

Valuing Differences gives people effective tools for appreciating others' unique perspectives, understanding people's inherent differences, and collaborating in a mutually beneficial way.

DO YOU FACE ANY OF THESE ISSUES?

- > Do employees value the unique qualities that everyone brings to the workplace?
- > Do teams know how to make the most of different styles, abilities, and motivations?
- > Do employees know what their styles are and what motivates them?

PERFORMANCE OBJECTIVES

Helps individuals:

- > Contribute their unique styles, abilities, and motivations to ensure the success of their work group and organization.
- > Encourage others to contribute their unique styles, abilities, and motivations.
- > Work more collaboratively and productively with people who have a variety of styles, abilities, and motivations.
- > Leverage the talents of their coworkers to achieve better results.
- > Contribute to a climate in which people's differences are respected and utilized.

PRIMARY COMPETENCY DEVELOPED

- > Leveraging Diversity

SECONDARY COMPETENCIES DEVELOPED

- > Adaptability
- > Building Strategic Working Relationships
- > Building Trust

COURSE OVERVIEW

- > **Introduction:** Learners complete a Styles, Abilities, and Motivations (SAMs) profile as prework (course preparation). They review the SAM concept and complete an activity that illustrates how people have diverse styles and that there is value in the unique approaches and perspectives people bring to their jobs.
- > **Exploring Differences:** Learners, working in teams, use their own SAM profile to explore the value and challenges that varying styles, abilities, and motivations bring to the workplace. Recognizing that others' SAM profile may be hard to uncover, learners identify opportunities to explore differences in the workplace.
- > **Nurturing Differences:** Learners watch video segments that illustrate the negative impact of failing to nurture differences. They learn how the Key Principles can help nurture differences. Learners' skill at using the Key Principles to nurture differences is tested in a quiz-show style game that asks them to answer "what would you say" follow-up questions.
- > **Leveraging Differences:** Learners, working in teams, create several ideas for making the most of people's diverse SAMs in response to a fictional valuing diversity initiative. Members of each team divide the team roles among themselves based on their individual SAMs. Learners identify opportunities to leverage the SAMs of teammates and partners in the workplace.
- > **A Plan for Valuing Differences:** Learners identify specific things they will stop, start, and continue doing to value differences in the workplace.

VIDEO SEGMENT SUMMARIES

- > Differences in their individual approach to work emerge when team members Chad and Michael meet to make a decision.
- > In this three-part, three-round activity, video-based scenarios pose issues for learners to respond to as they are tested on their knowledge of using the Key Principles to nurture differences.

COURSE DETAILS

- > **Target audience:** All employees through frontline leaders.
- > **State-Fundable:** Yes (onsite only).
- > **Course length:** 4 hours. Course can be lengthened with optional activities.
- > **Facilitator certification:** Certified facilitator required.
- > **Prerequisites:** Communicating with Impact or Communicating for Leadership Success.
- > **Optimal Group Size:** 8 to 16. 20 maximum.
- > **Course Prep:** Yes. 20 minutes.
- > **Notes:** Suitable for all environments. Onsite training available in Spanish.

RELATED COURSES

- > Building and Sustaining Trust
- > Collaborating & Dealing with Conflict
- > High-Impact Feedback and Listening
- > Navigating Beyond Conflict
- > Resolving Workplace Conflict
- > Working as a High-Performing Team