



HELPING ORGANIZATIONS TO SOLVE THE TEAMWORK
ISSUES THAT ARISE FROM DIVERSE AND
MULTICULTURAL WORKFORCES



Employee Lifecycle

Course Catalog

At Culture Coach, we offer a wide variety of learning and development programs to help your workforce increase their understanding of themselves, their interactions with others, and create an inclusive environment for all.

Employee Lifecycle

Throughout the phases of the employee lifecycle it is important to understand the impact of bias, backgrounds and personal filters upon how employees are recruited, hired and managed. These courses are designed to assist talent acquisition teams, hiring managers and leaders to explore how to hire, manage and lead diverse teams.

DIVERSITY RECRUITING FOR TALENT ACQUISITION – FULL DAY

This full day course is focused on two main topic areas for recruiters: designing recruiting strategies and working with hiring managers.

Learning objectives:

- Understand diversity definitions and terminology, the current environment for recruiting
- Explore the talent business case and gain clarity on specific talent business cases for departments and teams
- Know key tips for writing job descriptions that are inclusive
- Articulate key talking points for conversations with hiring managers
- Know where bias can impact the talent acquisition process
- Develop a recruiting action plan

HIRING MANAGERS AND DIVERSITY RECRUITING – HALF DAY

With organizations focusing increasingly on the power of diverse teams, hiring managers are being asked to step up and recruit and hire more diverse talent. This half day course helps hiring managers to understand how to hire diverse talent and to help them succeed.

Learning Objectives:

- Understand key diversity terms
- Write job descriptions that are inclusive
- Explore personal filters and how they impact hiring decisions
- Understand where bias can impact the recruiting process
- Build an equitable and inclusive interview process
- Onboard new employees well and create an inclusive team culture

HIRING MANAGERS AND DIVERSITY RECRUITING – 2 HOURS

With organizations focusing increasingly on the power of diverse teams, hiring managers are being asked to step up and recruit and hire more diverse talent. This 2 hour course helps hiring managers to understand how to hire diverse talent.

Learning Objectives:

- Understand key diversity terms
- Explore personal filters and how they impact hiring decisions
- Understand where bias can impact the recruiting process
- Build an equitable and inclusive interview process

MANAGING DIVERSE TEAMS – 2 HOUR

This two hour course focuses on helping managers to understand how to manage diverse teams and how to build an inclusive team culture.

Learning objectives:

- Understand personal filters and their impact upon managing teams including promotions
- Steps to building an inclusive team culture
- Articulate the key role that dignity and respect plays in creating effective teams
- Learn effective communication strategies for diverse teams

MICRO-AGGRESSIONS AND MICRO-AFFIRMATIONS – 1 HOUR

Micro-aggressions are the small actions and behaviors that make people feel unwelcome. Micro-affirmations are the actions that help people feel like they belong.

Learning Objectives:

- Define micro-aggressions and micro-affirmations
- Understand the three kinds of micro-aggressions and how they can occur
- Understand the link between micro-aggressions, dignity and respect and engagement
- Articulate action steps to counteract microaggressions
- Understand how to use micro-affirmations to build engagement

DIFFICULT CONVERSATIONS – 1 HOUR

Managing people involves many kinds of conversations, including having conversations on difficult topics. This course explores ways to have difficult conversations in a way that is supportive and with dignity and respect.

Learning Objectives:

- Articulate the steps for planning a difficult conversation
- Understand the impact of roles and hierarchy upon conversations
- Explore the COPE technique for moving through difficult conversations
- Articulate the four kinds of listening and how empathetic listening helps people to feel valued and heard

BIAS AND LEADERSHIP– 1 HOUR

After a quick review of what bias is, this course focuses on how bias and leadership and how to mitigate bias when managing teams.

Learning Objectives:

- Understand where bias comes from
- How bias impacts decision making
- Types of bias that often show up when managing teams and how to pay attention to them
- Bias throughout the employee lifecycle: talent acquisition, hiring, managing, promoting