

Navigating the Modern Workforce: Diversity, Culture, Generations | 2 Days

The modern business climate is more diverse than ever. Team members are bringing new experiences, expertise, and viewpoints to the workforce; and constant change is the new normal. An astute leader can take advantage of these skills and perspectives while maximizing productivity and fostering employee buy-in. In this course, you will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

WHO SHOULD ATTEND:

Team leaders, managers, executives and other business professionals who lead others.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments

OBJECTIVES:

- Learn to lead in a world of diversity
- Engage and empower our multi-generational workforce
- Leverage culture as the new strategic differentiator
- Develop your path to leadership success

COURSE OUTLINE:

A Complex World of Diversity

Working in Fluid Dynamic Environments
Understanding the New Transient Workforce
Addressing the Need for a New Type of Leadership
Leading with Authenticity
Developing Required Skills and Competencies
Decentralizing Power

Making Difference Your Strategic Advantage

Engaging in the 21st Century
Measuring Engagement and Taking Advantage of High Engagement
Overcoming Challenges to Employee Engagement
Embracing Difference and Bridging Boundaries
Developing Cultural Intelligence and Responding Effectively to Cultural Differences
Applying SCARF to Direct Behavior

Leveraging Change as the New Normal

Understanding and Applying Emotional Intelligence
Motivating Others
Behavioral and Cognitive, Psychodynamic and Humanistic, and Personality Types
Developing Your Leadership Psychological Toolkit
Identifying Drivers – Desires and Expectations
The Impact of an Environment of Trust
Meeting the Needs of the Social Brain
Promoting Involvement

Creating Leaders for the Future

Avoiding Cultural Pitfalls
Creating a Common Culture for All
Leading Fluid Teams
Seeking Diverse Perspectives
Utilizing Various Leadership Styles – Storytelling, Adaptive, and Connective
Building a Sustainable Vision, Developing a Path, and Creating a Passion for Excellence

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- The Importance of Diversity of Thought Featuring Peter Thonis
- Diversity Is Good Business featuring David Bell
- The Role of Creativity and Diversity in Leadership featuring Linda Hill
- Diversity in Business featuring Sahar Hashemi
- Why Strategic Diversity Management Now? featuring Roosevelt Thomas
- Open Innovation: The Power of Diversity featuring Dwayne Spradlin
- Lead Like Improvisers: The Importance of Diversity featuring John Sweeney
- The Leader of the Future featuring Marshall Goldsmith
- Are You Diversity-Challenged? featuring Roosevelt Thomas
- Redefining Diversity featuring Roosevelt Thomas
- Diversity and Creativity Drive a Culture of Innovation featuring Sir Ken Robinson
- The Importance of Diversity for Creative Energy featuring Danica Purg
- Dirty Dozen Rules of Talent Management: Rule #2 - Pick Talent Against the Corporate DNA featuring Tim Sanders

Book Summaries

- *The Leader of the Future 2: Visions, Strategies and Practices for the New Era* by Frances Hesselbein and Marshall Goldsmith (eds)
- *Deciding Who Leads: How Executive Recruiters Drive, Direct & Disrupt the Global Search for Leadership Talent* by Joseph Daniel McCool
- *The Wisdom of Crowds: Why the Many Are Smarter Than the Few and How Collective Wisdom Shapes Business, Economies, Societies and Nations* by James Surowiecki

Blueprints

- *Tapping Diversity to Maximize Innovation* by Julien C. Carter, Pipier L. Bewlay, Val M. Berry and Georgia Coffey
- *The Role of Diversity in Driving Employee Engagement* by Cynthia Owyong, Brenda Mullins and Yvette Meléndez

Leader-Led Activities

- Diversity Preconditions Discussion Guide
- Personal Awareness Discussion Guide
- Dimensions of Diversity Facilitation Guide
- Diversity Trends Facilitation Guide
- Diversity Management Practices Application Guide

Self-Assessment

- Diversity Benefits
- Conditions for Learning and Effectiveness

Business Impact

- Business Impact: Understanding Workplace Diversity

Challenge

- Challenge: Managing Diversity

Tools

- Business Diversity Trends
- Layers of Diversity
- Leading Diversity
- Personal Awareness
- Strategic Alignment
- Diversity Practices

Test

- Leadership Advantage Test Yourself: Managing Diversity

Core Message

- Leadership Advantage: Managing Diversity 2.0

Case Study

- Business Trends and Diversity Implications
- Diversity Dimensions
- Diversity Tensions
- The Role of the Senior Team

Key Concept

- Key Concept: Business Diversity Trends
- Key Concept: Business Benefits of Leveraging Diversity
- Key Concept: Layers of Diversity
- Key Concept: Diversity Yesterday and Today
- Key Concept: The Evolution of Diversity
- Key Concept: The Leader's Role
- Key Concept: Common Purpose and Awareness
- Key Concept: Strategic Alignment
- Key Concept: Supportive Environment
- Key Concept: Management Practices and Infrastructure

e-Books

- The Etiquette Edge: Modern Manners for Business Success; Second Edition
- Managing Across Cultures: The Seven Keys to Doing Business with a Global Mindset
- The Human Equity Advantage: Beyond Diversity to Talent Optimization

Videos/Courses

- Manage for Mission; Innovation; and Diversity
- Intergenerational Cohesion
- Experience New Cultures to Soften Bias
- Cultural Communication

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.