



Diversity and Inclusion Support

Quarter 1 2022



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Overview

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Optum™ has created a training catalog to outline the training support available around diversity and inclusion. These topics are an important step on the journey to demonstrate inclusive behaviors and learning to be compassionate and supportive of individuals different from ourselves.

How to Order a Training:

- You may submit your request by accessing the web based training order form through the Admin Toolbox/Training tab on your organization's EAP site or by accessing the direct link at <https://optum-training-form.force.com/USTrainingForm/s/?source=StateOfTN>

Policies and Considerations:

- We ask that trainings are requested at least 10 days in advance; however additional time may be required based on specifics of the request.

Questions or concerns? Please reach out to your Account Manager or the Customer Training Team.

Optum™ now has additional topic offerings that are detailed out below:

How to Support LGBTQI+ Employees in the Workplace

Among any group there will be a range of people with a range of sexualities and genders. This variation is often described using the image of a Rainbow to demonstrate that sexual orientation and gender identity can be more than one or other type. Our training program considers how to create a positive work environment where difference is understood and respected. It touches on the subject from a common humanity perspective, without dogma. The program is interactive and covers a wide range of topics in an hour.

Participants will:

- Learn the difference between sexual orientation, gender identity and gender expression
- Understand LGBTQI+ terminology
- Explore how different cultures approach this topic
- Practice how to start a conversation with someone in the LGBTQI+ community in a way that is respectful and use their preferred pronouns
- Learn how to be an ally in the workplace
- Know how to deal with issues of disrespect or safeguarding in the workplace

Preventing Bullying, Discrimination and Harassment for Managers

Targeted Audience: Managers

Delivery Time: 1-hour with Q&A

This session is designed to help managers understand and define the problem of workplace bullying in the workplace and how to provide sensible, best practice strategies of recognizing, managing and removing the risks of bullying.

Participants will:

- Understand what bullying is and is not
- Defining prejudice, discrimination, harassment, bullying and other similar concepts or associated behaviors
- Understand how prejudice, discrimination, bullying, and harassment impact the workplace
- Discuss an employers' duty of care as well as the manager's responsibility

Fostering Inclusion in the Workplace

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Inclusive work environments are productive environments! This seminar discusses how employees and managers can create an inclusive workplace. Participants will learn to identify activities, attitudes and assumptions that exclude co-workers. Then they'll explore ways to include others in ways that enrich the office as well as personal lives.

Participants will:

- Examine the factors influencing communication in different cultures
- Identify the values that emerge from those factors
- Apply practice scenarios to become familiar and comfortable with a different communication style
- Explore ideas to enhance the American experience for the entire family

How to Create a Respectful Workplace

Targeted Audience: All employees

Delivery Time: 2-hour with Q&A

Integrity and respect in workplace interactions help cultivate a positive and successful environment that enhances the bottom line. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Participants will:

- Explore conflict negotiation strategies
- Foster a morale-enhancing atmosphere
- Identify, promote and practice healthy ways of interacting
- Examine inappropriate and/or abusive communication styles
- Apply respectful techniques to common workplace problems
- Identify advantages of respectful, positive workplace interaction

How to Support LGBTQI+ Employees in the Workplace

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

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Preventing Bullying, Discrimination and Harassment for Employees

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

This session is designed for employees, to help them understand what bullying, harassment, and discrimination is. Employees will explore the problems of workplace bullying and how they can provide sensible, best practice strategies of recognizing and removing the risks of bullying.

Participants will:

- Define “bullying”
- Understand prejudice, discrimination, harassment, bullying and other similar concepts and associated behaviors
- Identify employee and employer duty of care
- Learn informal, formal and legal options for employees in regard to resolution of issues
- Recognize the signs of bullying and harassment, why it occurs, and its impact

Raising Diversity in Your Home

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

We all come in different looks, shapes, sizes, have different backgrounds, beliefs and abilities in which we come from: adoptive families, singles parent households, blended families, families with stay at home fathers, different religions and same sex households. The care and support family members offer to one another is essential to the developmental process and adequate functioning of children in today’s society.

Participants will:

- Embrace Curiosity
- Talk about stereotypes and prejudice behavior
- Set a positive example
- Express unconditional love

Unconscious Bias

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Are we on top of our biases, or might we be harboring some prejudices that lie outside of our awareness? This program will define unconscious bias and give us a framework in which to understand it. With numerous discussion opportunities, participants will explore biases; examine the conflict that arises between one’s natural inclination to categorize and the conscious drive towards diversity; look at how unconscious bias is measured; and identify ways to overcome these biases.

Participants will:

- What is unconscious bias?
- How we measure/determine unconscious biases
- How to overcome these unconscious biases

Understand and Embrace Diversity

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Exploring the many facets of diversity, this program examines cultural differences, as well as differences in age, gender, marital status, and sexual orientation. This session also explores the benefits of diversity in the workforce as well as effective ways to achieve a safe and equal workplace.

Participants will:

- Explore diversity issues
- Determine the impact of prejudice
- Affirm business reasons for diversity
- Discuss effective communication on challenging topics
- Identify and recognize "big picture" issues and challenges
- Discuss how one's culture influences workplace behaviors
- Identify skills for effective understanding and communication
- Examine the cultural styles and values of different groups and individuals within groups



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