

Diversity and Inclusion Support

Quarter 2 2020



Table of Contents

Overview	3
Management Development	4
Preventing Bullying, Harassment and Discrimination for Managers	4
Diversity and Inclusion	5
Fostering Inclusion in the Workplace	5
How to Create a Respectful Workplace	5
Preventing Bullying, Harassment and Discrimination for Employees	6
Raising Diversity in Your Home	6
Unconscious Bias	6
Understand and Embrace Diversity	7
Additional Resources	8

Overview

[Table of Contents](#)

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 LiveandWorkWell site or by accessing the direct link at <https://optum-training.secure.force.com/training/?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.
- **Executive Branch of State Government:** Please note that some trainings and/or training series are unavailable through Here4TN. These trainings are notated throughout the catalog. Please contact the Department of HR (DoHR) for more information.

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

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

Executive Branch of State Government: Please note that some trainings and/or training series are unavailable through Here4TN. These trainings are notated throughout the catalog. Please contact the Department of HR (DoHR) for more information.

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

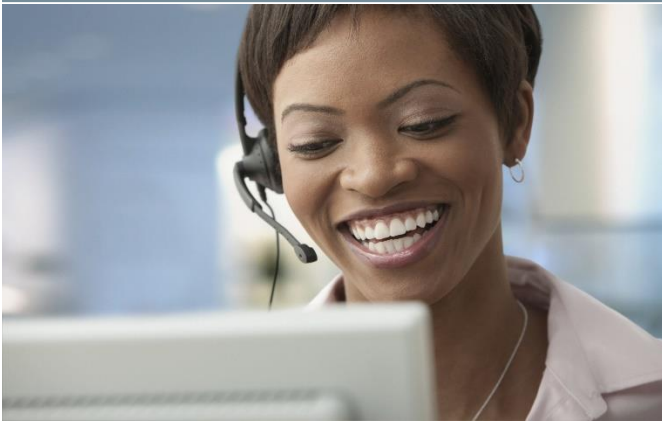
Targeted Audience: All employees

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



Emotional-support resources and information are also available via Optum Employee Assistance phone line. To access your appropriate phone number, please login to <https://www.liveandworkwell.com> using your company access code.



Optum and the Optum logo are registered trademarks of Optum. All other brand or product names are trademarks or registered marks of their respective owners. Optum is a health and well-being company that provides information and support as part of your health plan. It is not a substitute for your doctor's care. Your personal health information is kept private in accordance with your plan's privacy policy.

© 2020 Optum, Inc. All rights reserved. 6/20 OPTPRJ7244 42361-102014