



## **Training**

Diversity is a reality in the workplace and it is something desirable. A diverse workforce can bring a variety of experiences and points of view which entail a better understanding of the marketplace, making organizations stronger and better prepared for the future. Nevertheless, when people from different backgrounds meet and start to interact, problems can often occur. Managers must face the challenge of attracting and retaining a diverse workforce while creating an inclusive environment where all employees are engaged and feel valued. DAPA has developed training programs that address and offer solutions to the challenges that diversity brings. Our programs increase cultural competency, sensitivity, and respect for self and others. Our programs also encourage open communication, reduce tensions, and promote the ability to solve conflicts when they arise.

By allowing employees to reflect upon the value of diversity and the benefits of respecting and working in harmony with one another, managers not only protect the company from potential claims of discrimination and costly litigation and lawsuits, but also foster a better work atmosphere, more productivity and better customer service, all of which translate into positive effects on the bottom line. Thus, the economic case for DAPA training is unassailable. Of course, most companies care about their employees and aim to be good corporate citizens, so DAPA training is its own reward.

### **Diversity and Personal Accountability (DAPA) Training**

The DAPA Training is a high impact interactive workshop mixing multimedia presentations, role-playing, humor and small and large group interactions. Participants are able to reflect upon prejudices, grow in acceptance of others, and take active roles in initiatives that increase dialogue, enhance understanding, and bring about more harmony and respect in their interactions with fellow workers and customers. DAPA Training allows the members of your work force to become aware of unconscious behaviors that often perpetuate prejudice and division. Furthermore, the program encourages employees to take an active role in initiatives that create a better and more productive work environment.

Participants in the DAPA Training workshops will understand the negative impact of everyday bias, prejudice, intolerance and “group thinking.” Individuals will explore and practice ways of responding positively to the challenges that diversity can sometimes bring to the workplace.

### **Benefits of DAPA Training**

- DAPA Training reduces / eliminates offensive speech in workplaces, creating a more enjoyable, friendly and productive work environment, that is beneficial for workers and customers alike.
- DAPA Training is successful in making participants reflect upon prejudice and intolerance and in getting them to engage in real activities that contribute to bringing more respect and understanding to their work community.
- DAPA Training participants are more inclined to take an active role where they work and live, because they become more inclusive, more tolerant, and more conscious of their roles as citizens.
- DAPA Training inspires participants to grow in a spirit of inclusion that has an overall positive effect on the entire company.

### **Program outline**

The DAPA training is divided into the three following modules:

#### **MODULE I –The Problem**

Module I focuses on uncovering prejudices and realizing that we all have them. It addresses areas such as inappropriate humor, ethnic slurs, profiling, stereotyping, “us and them” and “those people” modes of thinking. It leads participants to reflect upon the prejudice, division and intolerance that can often inhibit a healthy work atmosphere.

#### **MODULE II - The Solution**

Module II focuses on learning to identify bias and prejudice and how to respond in healthy ways. This module also introduces the “Four Steps to Promote Cooperation in the Workplace” and addresses how shared vision produces positive changes.

#### **MODULE III - A Plan of Action**

Module III focuses on the need to put what was discovered in Module I and II into practice by promoting thoughts and initiating actions that embrace diversity, promote inclusion, and build community in the workplace.

### **Rationale for the training**

Prejudice and intolerance of any kind in the workplace hinders employee productivity, often creates legally hostile work environments, undermines employee safety, and damages customer experiences.<sup>1</sup>

- 87% of workers say they've heard colleagues use sexist comments.
- 80% of workers say they've overheard derogatory comments associated with religion and others religious beliefs.
- 73% of workers say they've heard colleagues use racial or ethnic slurs. The same number report hearing jabs aimed at sexual orientation.
- 67% of workers say they've overheard age-related ridicule.
- 60% of workers say they heard negative comments aimed at people due to their political beliefs.

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<sup>1</sup> Data collected from responses to “Prejudice in the Workplace” questionnaires 2006-2011. © DAPA All Rights Reserved

### **How is DAPA Training different?**

- The latest trend in diversity and cultural competency training is computer based learning or online courses where the participants are exposed to content without real interaction with other human beings. Diversity is all about people interaction and that is why DAPA Training is so effective. Through a series of small and large group exercises, role-playing, humor and multimedia presentations, DAPA gives participants a true experiential learning opportunity.
- Traditional diversity training focuses solely on the problem and stops there. DAPA goes beyond The Problem (Module I) motivating participants not only to reflect upon The Solution (Module II) but also to formulate a Plan of Action (Module III).
- For most training companies, diversity and cultural competency training is just another of the many programs they offer. We focus 100% of our energy on diversity, inclusion, sensitivity, and cultural competency. That's all we do.

### **Space requirements / Class size / Duration of training**

- DAPA Training is conducted in a multipurpose room where participants can view presentations and also be able to engage in group exercises. It requires a classroom setting as well as an open space where participants can interact with one another.
- DAPA Training ideally is targeted for no more than 25 participants per session.
- DAPA Training is presented in half day, and full day programs.
- The number of participants and duration of training can be customized to fit the company's needs.

### **Management training**

The program designed for management includes an overview of the federal and state legislation that address discrimination issues.

### **Additional benefits**

Management receives the results of two questionnaires answered anonymously by the participants of the DAPA Training. The first report allows the opportunity to evaluate how widespread, or not, in their view, is the use of derogatory words, inappropriate comments, ridicule and slurs in your workplace. It provides an indication of prejudices in what relates to age, color, disability, gender, national origin, marital status, race, religion, sexual orientation, etc. Secondly, in order to provide a way to evaluate the effectiveness of the training, management will also receive an "Outcomes and Measures" report based on answers given by the participants to a questionnaire filled out at the conclusion of the training. This report is designed to provide a measuring tool as to the impact the program had on the participants.

### **Benefits and positive effects of a cohesive work environment**

Associates with increased awareness and sensitivity make better employees and better citizens. They work better together as teams, respect others more, and become more customer-oriented, retaining existing customers and attracting more business. The interaction during the workshop will have a team-building effect and will help them work together in more productive ways. As part of the

training, they will receive suggestions and will develop their own ideas of initiatives to create a more inclusive work environment.

**100% SATISFACTION GUARANTEED!**

All DAPA workshops and lectures are 100% Satisfaction Guaranteed! We're confident that our programs will provide you with the desired result of improved human relations, and enhanced cultural sensitivity. If for any reason you are not satisfied, send us a letter (Attn: Customer Relations) within 30 days stating your reasons and we'll arrange to present another program or send you a full refund.

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**DID YOU KNOW?**

- Job bias charges had a 9% increase in 2007 according to the EEOC (The U.S. Equal Employment Opportunity Commission.)
- The EEOC received a total of 82,792 private sector discrimination charge filings in 2007, the highest since 2002 and the largest annual increase since the early 1990's.
- The EEOC recovered \$345 million in monetary relief for job bias victims.
- Management time expended in the claim process is estimated to be 40 hours.

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