

Diversity is a Fact, Inclusion is a Choice

Diversity is a fact of life. People think, feel, and act differently. They always have. But is diversity an advantage? That depends on whether an organization can unleash diversity's potential through a process of rich collaboration. That's called inclusion and inclusion is very much a choice.

The central criticism leveled against D&I training over the last three decades is that we have been telling people to believe until they behave, and we often do it in the spirit of compliance and guilt. People seldom cross a threshold of conviction and become inclusive based on awareness and appreciation of diversity alone. What we need are people who know how to practice inclusion. They need the skill.

Inclusion is ultimately learned through experience. As you practice inclusion, you see the impact of that behavior. This is what we call the behavioral approach—behave until you believe—and it's the crucial breakthrough that organizations need in the 21st century.

The Primary Inclusion Skills

Based on our accumulated client experience, we have identified five key dimensions of emotional intelligence that drive inclusion most powerfully:

- Self-respect
- Openness
- Stress Tolerance
- Empathy
- Relationship Management

These five EQ dimensions drive inclusion to stunning new levels.



Emotional Intelligence, Psychological Safety, and Inclusion

Based on world-wide studies of team performance, we have discovered that emotional intelligence is the primary enabling skill for creating an inclusive environment. This learnable skill leads to psychological safety, which is the vital cultural requirement that allows people to feel valued, respected, and listened to. Psychological safety is the belief that it's safe to discuss ideas, experiment, take risks, give feedback, and learn from mistakes.

EMOTIONAL
INTELLIGENCE

PSYCHOLOGICAL
SAFETY

INCLUSIVE
ENVIRONMENT

The BlueEQ™ Integrated Solution

BlueEQ™ Diversity & Inclusion Track assessment and workshop is a one-day highly interactive, discovery-based learning experience that incorporates learning map technology, peer coaching, video, and intensive skill-building exercises. Based on our proprietary i4P™ five-step process, participants complete a 30-90 day personal development plan for three of the five key diversity & inclusion EQ dimensions.

Each participant will take the BlueEQ™ Assessment before and after the workshop. The assessment generates a personalized report that measure the emotional intelligence and inclusion skills. Peer-assisted follow through and retesting ensures lasting and sustained behavioral change that shifts organizational culture.



Course Objectives

1. Increase your personal emotional intelligence and inclusion skills
2. Build your team's psychological safety
3. Create a culture of inclusion
4. Drive career and business impact through the application of inclusive norms

Workshop Design

Module 1: Emotional Intelligence & Inclusion

Module 2: Creating Psychological Safety

Module 3: Building the Five Inclusion Skills

Module 4: Creating Sustainable Behavioral Change

Module 5: Completing the i4P™ Process