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*With an extensive background in learning design, development and delivery, Laura is the architect of innovative training programs for hospitality companies, resorts, retail, health care organizations, municipalities, government agencies, nonprofits and manufacturing.*

*Participants value takeaways of practical tools, useful skills and the frequent comment “Time Well Spent”.*

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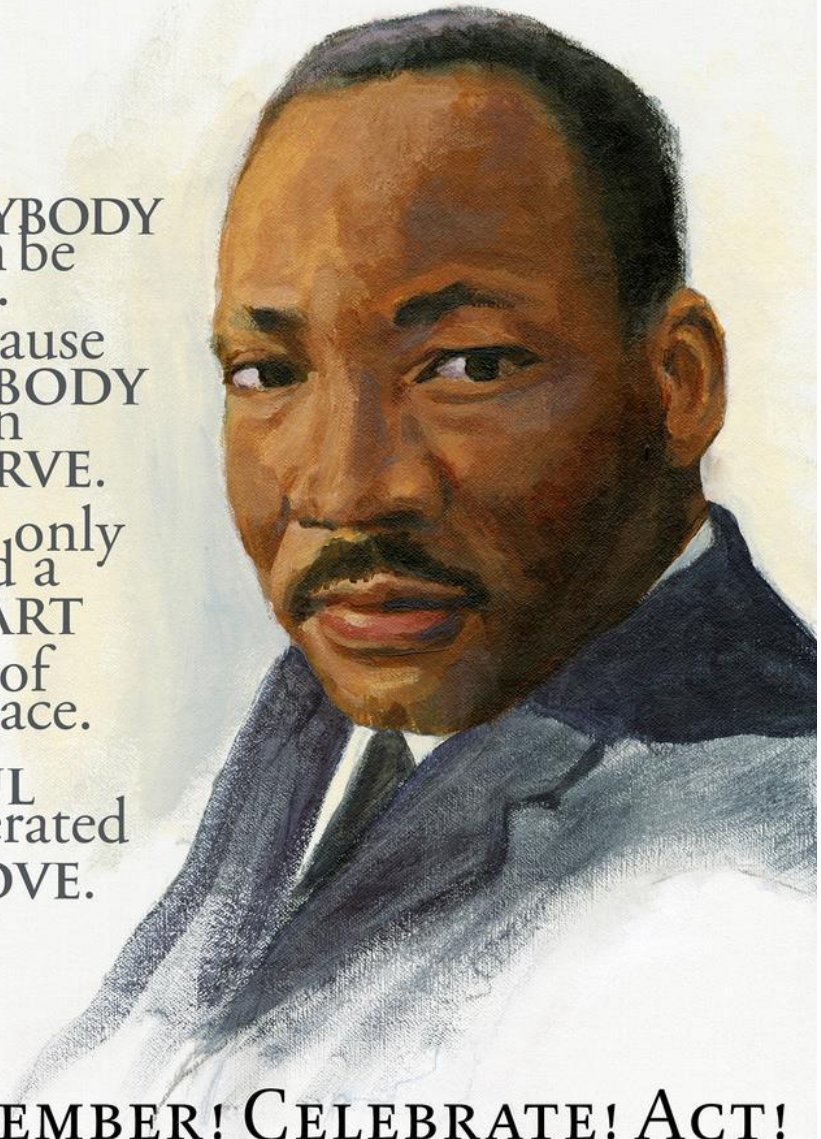
<https://fulcrumnetwork.com/awakenunconsciousbias4employees>



**Here's the registration link  
For Feb 23- 26 program**

# Dr. Martin Luther King Jr. HOLIDAY

EVERYBODY  
can be  
great.  
Because  
ANYBODY  
can  
SERVE.  
You only  
need a  
HEART  
full of  
A grace.  
SOUL  
generated  
by LOVE.



REMEMBER! CELEBRATE! ACT!

Designed by Peter Hoffman for the Online Equal Opportunity Management Institute

## PRESIDENTIAL INAUGURATION



"We will raise this  
wounded world into a  
wondrous one ...  
There is always light,  
if only we're brave  
enough to see it. If  
only we're brave  
enough to be it."

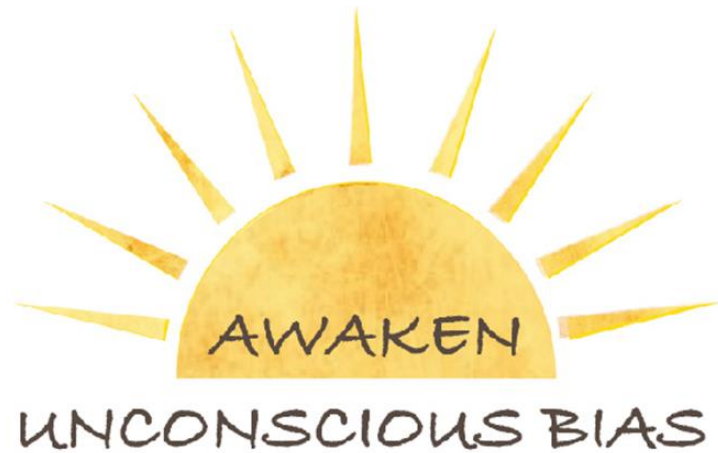
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AMANDA GORMAN  
NATIONAL YOUTH POET LAUREATE



Saul Loeb/Pool Photo via AP

# How to Conduct Diversity, Equity and Inclusion Training Virtually



January 27, 2021



## Poll #1:

Why are you or your organization interested in this subject? Choose as many as apply

- It's not something we can ignore
- It aligns with our values
- We've had issues and our managers aren't skilled at navigating solutions
- Employees are asking for it
- Everyone is doing it
- It's the right thing to do
- We'd like to pivot from live to virtual learning opportunities

# Agenda

- *How to set the stage by using dripped content and guided discovery on the learning journey*
- *Consider best practices and important watch outs when delivering emotionally charged content*
- *Experience video content, reflection questions and activities that are highly effective in a virtual setting*

This is a broad overview of the *scope of key content*, how to *sequence* the learning, and how to *prepare yourself* as the facilitator of sensitive content.

# Know Your Audience

## Minoritized Identities



Gender Continuum  
SOGIE  
Race  
Religion  
Ability  
Culture  
Ethnicity  
Age  
Socio-economic status

A group of people, because of their physical or cultural characteristics, are singled out from the others in the society with differential and unequal treatment.

So, they regard themselves as objects of collective discrimination.

Race refers to a person's genetic/biological or physical characteristics, such as bone structure, skin, hair, or eye color.

Ethnicity refers to cultural factors, including nationality, religion, regional culture, and language.

# Demographic comparison

2019 U.S. Census Bureau Estimates <sup>[17]</sup>		2019 Reno
Self-identified race	Percent of population	
Non-Hispanic white	63.4%	61.1
Hispanic and Latino (of any race)	15.3%	24.7
Black or African American	13.4%	2.7
Asian	5.9%	6.5
Native Americans and Alaska Natives	1.3%	1.1
Native Hawaiians and Other Pacific Islanders	0.2%	0.8
Two or more races	2.7%	4.8





Why is the nature of this content and the reactions of learners so complex for facilitators? Chat

# Key Challenges

- These conversations are not easy.
- You can't be efficient with human emotion
- Outside, people are lifting their voices in the streets to be heard.
- Inside, you will need to expertly manage dialog on your learning platform
- You do not have to be a minority to facilitate, but your content must fairly present those points of view



# Poll #2: Your Facilitation Experience

What types of training have you facilitated either Live or Virtually?

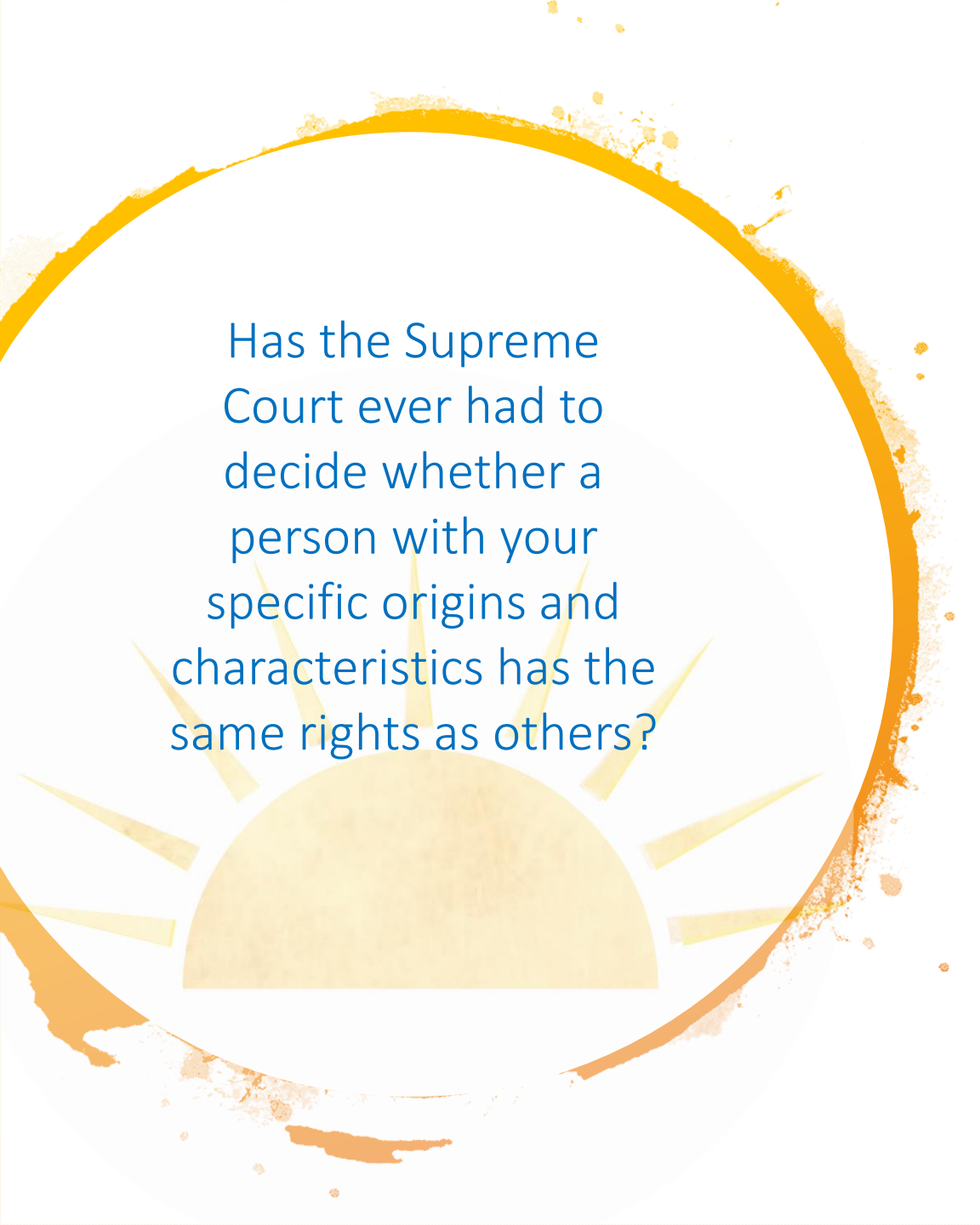
- Compliance Training (information security training, workplace safety training, data protection & privacy training etc.)
- Sexual harassment awareness and prevention
- Sexual orientation, gender Identity and expression (SOGIE)
- Anti-bullying
- Supervisory development
- Management nuts and bolts
- Leadership skills
- Emotional intelligence
- Unconscious Bias
- Diversity and Inclusion



Empathy  
Believability  
Polarization  
EEO

# Know Your Audience

## Minoritized Identities



Has the Supreme Court ever had to decide whether a person with your specific origins and characteristics has the same rights as others?

Gay & Lesbian Rights/Sexual Orientation

Woman's Right to Choose

Religious freedoms

Schools/Education

Disability Discrimination

Miranda rights

Woman's right to vote

Racial segregation

Voting rights/racial discrimination

Interracial or Gay marriage

Pregnancy/Employment

Affirmative action

LGBTQ Employees/Employment

Hostile work environment

*no one is asking you to*  
**APOLOGIZE FOR BEING WHITE.**  
*no one is asking*  
**YOU TO APOLOGIZE**  
**FOR THE SINS OF YOUR ANCESTORS.**  
**≡ WHAT WE ARE ASKING IS ≡**  
**THAT YOU HELP DISMANTLE**  
**THE OPPRESSIVE**  
**SYSTEMS THEY BUILT,**  
**≡ THAT YOU STILL BENEFIT FROM. ≡**

## Empathy for All Points of View

- Feeling singled out
- Have been part of the solution all along
- Anger that they're being treated as "the problem"
- Threatened by the changing cultural landscape
- Seeing diversity as a good thing in the abstract
- Motivated, open-minded, and supportive, but feel unsure about what to do.

# Empathy

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“In order to empathize with someone's experience you must be willing to believe them as they see it and not how you imagine their experience to be.”

~ Brené Brown ~



# Buckle Up

Acknowledge that some individuals feel emboldened to publicly vent their hatred, racism, misogyny, Islamophobia, homophobia, transphobia, anti-Semitism, and anti-immigrant sentiments.

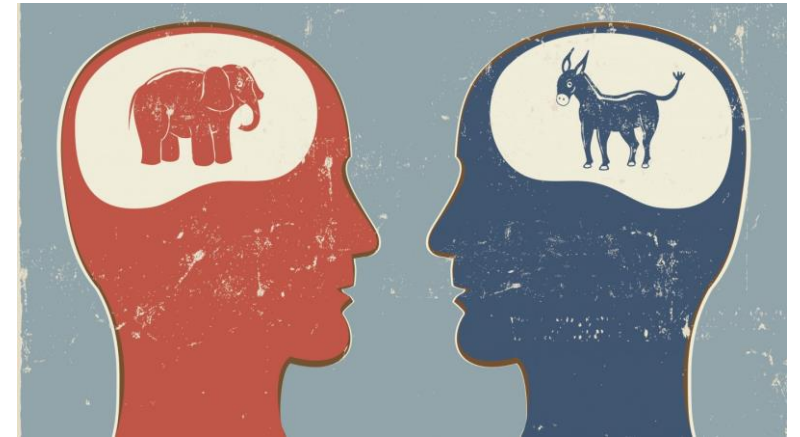
Your industry, the people who work in it, as well as your customers are a microcosm of the current American climate.



# Motivated Reasoning leads to Confirmation Bias

- “**Motivated reasoning**” is how people convince themselves or remain convinced of what they want to believe—they seek out agreeable information and learn it more easily.
- “**Confirmation Bias**” is when we avoid, ignore, devalue, forget, or argue against information that contradicts our own beliefs.

## POLARIZATION





We are  
what we  
believe  
we are

CS LEWIS

## EEO Language

It is the policy of your organization to ensure equal employment opportunity without discrimination or harassment based on race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law. Your organization prohibits any such discrimination or harassment.

# Facilitator Watch Outs....How to be PURPLE



- Know the diversity of your audience
- Stay focused but allow for emotional stories to emerge
- Many of us want to just help and problem solve and so we might start proposing solutions immediately, but is that what's really needed?
- Practice awareness, empathic listening and then ask how they may need help
- Be neutral, check your own biases before facilitating a conversation
- Make sure any content you intend to share is fact-based, not opinion-based
- Realize minoritized identities have silently carried their burdens for a long time
- The journey is becoming aware and doing something with that awareness

# Three Key Differences of Live and Online

## Increased role of technology

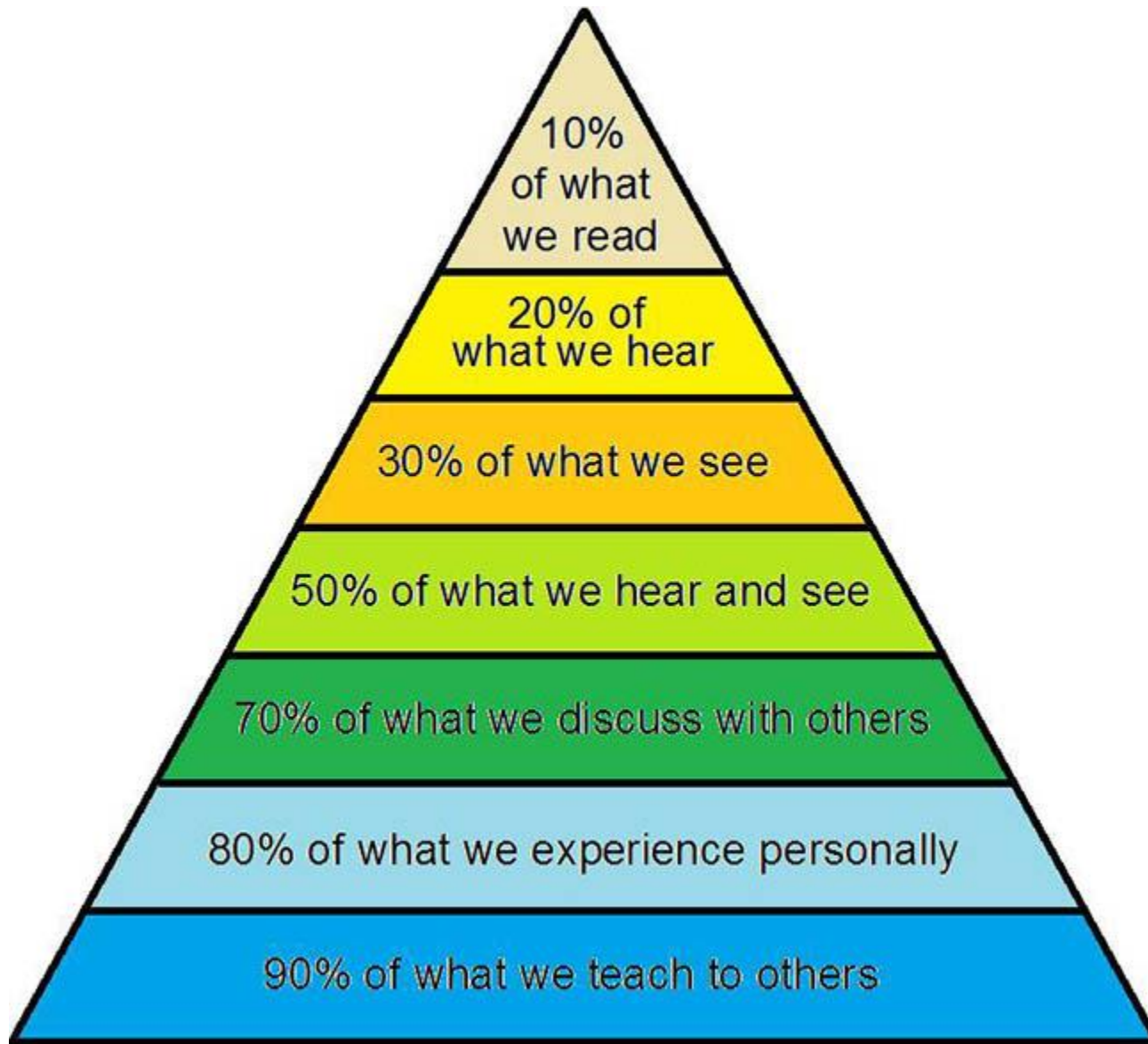
- Add several minutes to log in, test audio, prepare to learn – **it might delay start time by 10 minutes**
- During that time ask them to introduce in chat
- Ask them to respond to a poll question

## Different strategies to engage learners

- Live interactive methods change every 8 minutes
- **Virtual every 4 or less!**
- You won't be able to see body language cues
- Be active in the chat
- Facilitator guides should include all the technical details

## Multitasking

- Simultaneously present information, engage students, field questions coming in via chat, and switch between screens and activities
- If you are working alone with no producer, make it super easy to navigate
- **Get a producer** for more complex activities!



- Learners take actions as part of the training. Knowledge is gained in an **active way**.
- Results in **permanent behavior change** and impacts organizations for the long-term
- **87% of learners engage** with content and interact with their mentors and peers
- Learners that act **retain 90%** of the information

# Experiential Virtual Learning

## Live virtual training

- Polling, live sharing
- **Break out rooms**
- Facilitator annotation
- Chat, lecture
- Raising hand, participant reaction (thumbs up, clap)

## Dripped Content

- Set the stage
- Prepare the learners
- Bite sized achievable pieces
- Guided discovery
- **Content progresses from less to more difficult**
- Format easy for learners to consume

## Different strategies to engage learners

- Online assessments
- Knowledge check quizzes
- Scenario based learning
- **Flipped classroom**
- Videos and articles
- Hints, tips and references

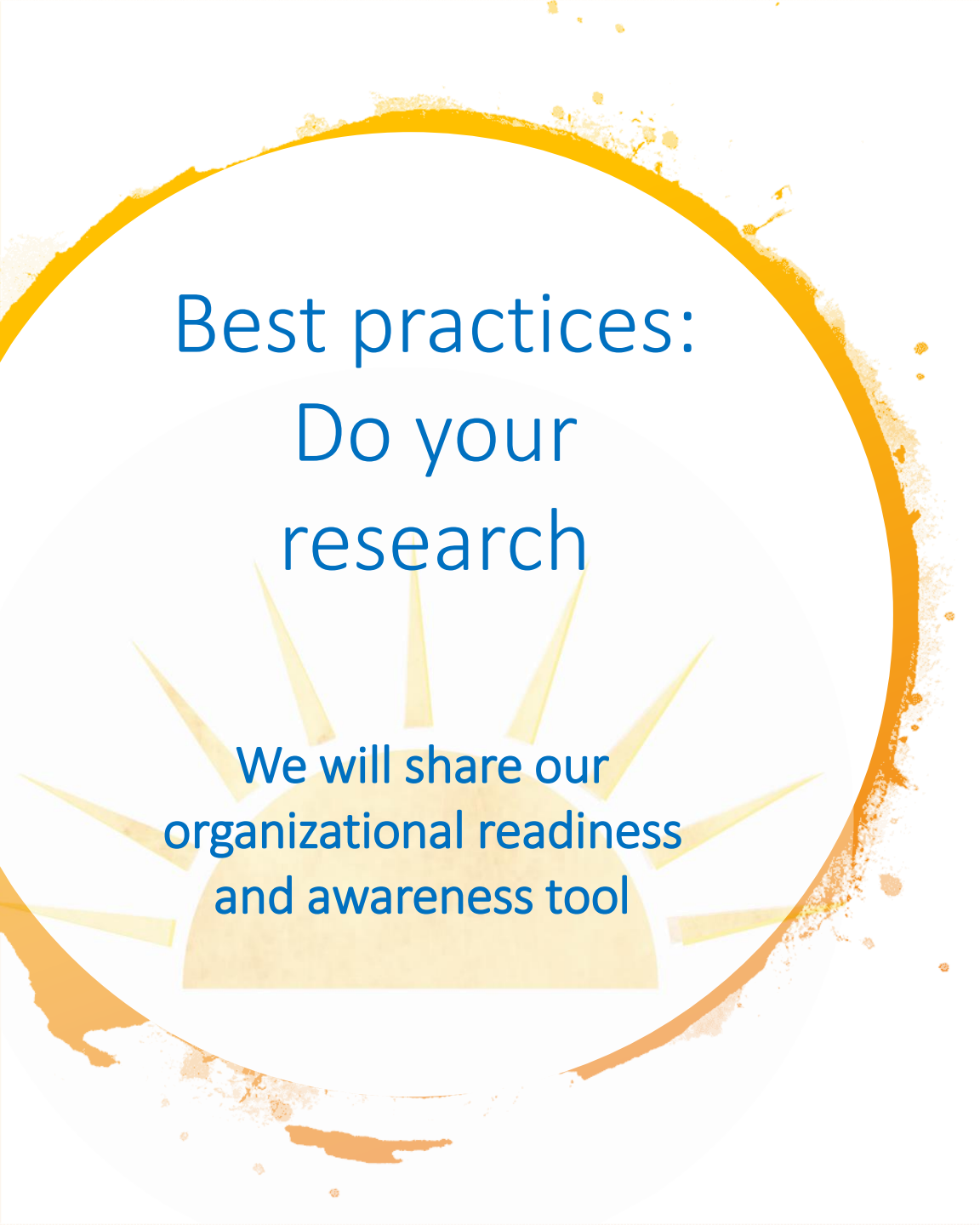
## Powerful **virtual** and **interactive** experience

### Take a Tour



- **Peer Learning:** Social community **interaction** between participants and course mentor or coach
- **Content:** Videos, surveys, questionnaires, reflection questions and application exercises
- **Downloadable tools** with models, worksheets and job aids
- Option for **private Zoom Coaching** after the training for implementation support for
- Pre and post program **measurement** to demonstrate **impact** and ROI





## Best practices: Do your research

We will share our  
organizational readiness  
and awareness tool

- Workforce demographics, gender, race, ethnicity, age, disability (EEO tracking)
- Any individuals who identify as minorities on leadership team?
- Any red flags/watch outs among management team related to this subject?
- Any comments on social media attributed to their employees
- Interactions of concern between employees and/or between employees and clients?
- Disciplinary action related to issues surrounding protected characteristics?
- Have protests, civil unrest and violence in regional area affected the business/employees?
- Organizational culture description (shared values, what's important, how work gets done, the "talk")?
- Existing statement on DEI?
- Executive support?

## Awaken Unconscious Bias is ...

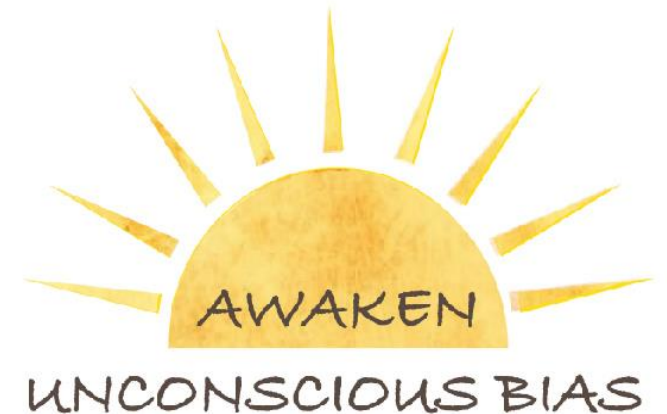
a **turn-key virtual** interactive group learning experience to awaken **leaders, managers or employees** to understand, recognize and learn how each employee may make, and sometimes act on, snap judgments without conscious intention.

**Training: 5-day learning dash for leaders, or  
5-day learning dash for managers, or  
3-day learning dash for employees**

Requires 45-60 minutes of interactive **self study each day.**

Leaders and managers may experience live **virtual sessions** on the Tuesday and Friday. Employees may experience a virtual session on the Friday.

*Trust the Content  
to lead you on the  
Journey*



# Awaken Unconscious Bias Public Program


Experience the Employee Level Program

Monday, February 22nd through  
Friday, February 26th

Roughly 30 minutes of interactive, virtual self-study content to be completed over the course of 3 days, plus a live virtual 90-minute session on Friday, February 26th, from 11:30 to 1 PM central.

Promotional Rate: \$199 pp

Invited: Leaders, Managers, HR Team  
Internal & External L&D consultants



Leaders are responding to the call for social justice and equity... Is your organization committed to ensuring everyone is welcomed, valued and included?

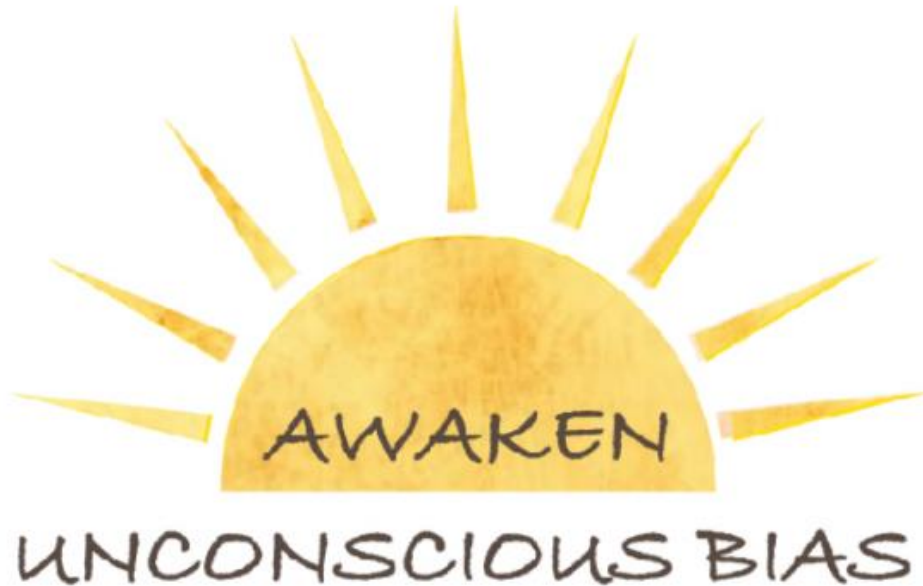
Proactively respond with the right DEI training for your organization!



**Here's the registration link!**

<https://fulcrumnetwork.com/awakenunconsciousbias4employees>

# Awaken Unconscious Bias Demo



## AWAKEN UNCONSCIOUS BIAS

By: Laura Moriarty

 Coaching By Laura  Community Support  4 Levels

Awaken Unconscious Bias is designed to proactively respond to America's national moment of reckoning. This learning dash can be experienced with an intact team, group members from separate organizations, or as an individual.

### Awaken

Become conscious of societal norms past and present. Understand and respect the tremendous power of unconscious bias as you cultivate awareness of your own negative and positive micro-behaviors...

[CHECK IT OUT](#)



# Thank you!

## Public Program/TTT

### Contact:

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530.573.0224

Thank you NNHRA and  
Prominence Health Plan!

