

DIVERSITY & INCLUSION CENTER

Tools for Learning and Strategic Planning

Video [DVD]



Ouch! That Stereotype Hurts

In a unique and powerful way, participants experience the impact of stereotypical comments, explore why people don't speak up against stereotypes and other biased behaviors, and learn six techniques for speaking up without blame or guilt.

Training kit includes: 13-minute *Ouch! That Stereotype Hurts* video; 5-minute video-based *Speaking Up* Activity [skills reinforcement]; Leader's Guide; PowerPoint presentation; Participant materials; 10 Reminder Cards; and one copy of the book, *Ouch! That Stereotype Hurts*.

\$695* [\$12.95 each for each additional book]

Reminder Cards for Ouch! That Stereotype Hurts

Package of 10 Reminder Cards

\$5 [1 – 10 packs]

\$4 [11 – 24 packs]

Contact us for 25+ packs.



Ouch! Your Silence Hurts

Inspires passive bystanders to become active allies when they witness stereotyping, exclusion or other discounting comments or behaviors.

Training kit includes: 9-minute *Ouch! Your Silence Hurts* video; Leader's Guide; PowerPoint presentation; Participant materials; and mini-poster.

\$595*

SPECIAL SAVINGS!

Ouch! 2-Video Bundle only \$1100.00

* Discounts available for quantity purchases and for government, educational, and not-for-profit institutions. Streaming licenses are available.



Service Savvy: Providing Outstanding Service in a Diverse World

Explores customer service attitudes and skills in today's diverse world. Interactive game-show format with 15 vignettes highlighting key diversity concepts for service providers: Demonstrating Respect; Avoiding Assumptions; Lowering Language Barriers; Recognizing Cultural Taboos; Adapting Products and Services.

Designed for hospitality and service industries.

Training kit includes: 28-minute *Service Savvy* video; Leader's Guide; and Participant materials. Service vignettes are also provided for stand-alone use without the interactive game-show format.

\$395



eLearning

Ouch! That Stereotype Hurts

The powerful, ground-breaking *Ouch! That Stereotype Hurts* program is now available as a self-paced, interactive 30-minute online experience.

Includes the full *Ouch! That Stereotype Hurts* video, key concepts, skills practice and final checkout, plus a downloadable participant workbook.

Contact us for preview and pricing.



Diversity & Inclusion: It's Our Business

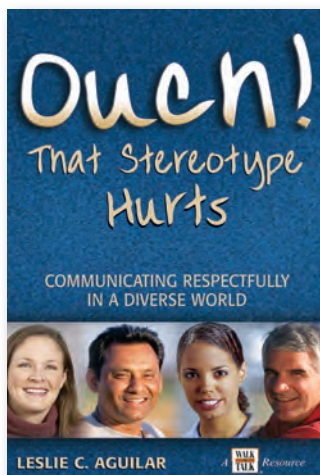
Self-paced, guided learning experience that engages your leaders in critical thinking and skill-building. The six modules, approximately 20 – 25 minutes each, cover a broad range of diversity and inclusion topics:

- *Introduction to Diversity & Inclusion*
- *Similar Yet Unique: Race & Ethnicity*
- *Everyone Has One: Gender*
- *Stronger Together: Age & Generation*
- *New Insights: LGBT Community*
- *Understanding the "T" in LGBT: Gender Identity & Gender Expression*

Includes a downloadable participant workbook.

Designed for the hospitality and foodservice industries. Can be customized for your organization or industry.

Contact us for preview and pricing.



Books and ePublications

Ouch! That Stereotype Hurts

Easy-to-read, skill-builder that helps you become a more effective communicator in today's diverse business environment. *Ouch! That Stereotype Hurts* provides guidelines for communicating respect and inclusion, a six-step model for how to recover when you have unintentionally said something you wish you hadn't and your foot is in your mouth, and 12 techniques for speaking up against bias and stereotypes. *Ouch! That Stereotype Hurts* book is powerful as a stand-alone tool or as a take-away resource for classroom and online learners.

\$12.95 [1 – 24 copies]

\$11.95 [25 – 99 copies]

\$10.95 [100 – 499 copies]

Contact us for 500+ copies.



Books and ePublications [continued]

From Jokes to Genocide

Leader's Kit for a 30- to 60-minute group-learning activity that furthers the conversation from *Ouch! Your Silence Hurts*. Explores the role of silent collusion and other behaviors in creating a workplace and society that are divisive, disrespectful, demeaning or destructive for individuals and groups. Encourages self-reflection and group discussion on the choices we make, and the connection between seemingly small behaviors and larger, more damaging behaviors.

[Downloadable ePublication]

\$39 Individual [1 – 3 Leader's Kits]

\$99 Site License [4 – 99 Leader's Kits]

\$399 Enterprise License [100+ Leader's Kits]



Instruments and Processes

Diversity Competencies Assessment™

Leaders and employees identify key diversity knowledge, behaviors, and competencies and assess their strengths and opportunities for growth. Easy-to-use self-assessment of seven skill areas related to valuing and leveraging diversity.

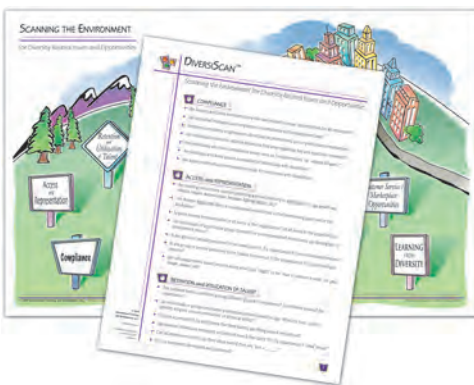
\$65 [package of 10 assessments – print and electronic versions available]



Diversity Leadership 360°™

A feedback-rich process that measures the key behaviors that each leader in your organization needs to possess and exercise for diversity to be successfully valued, managed, and leveraged. Gives leaders in-depth feedback and insight on diversity- and inclusion-related skills and behaviors. One-on-one coaching available.

Contact us for pricing.



DiversiScan™

Scanning the Environment for Diversity-Related Issues and Opportunities

Empowers individuals and groups to move from "I understand what diversity is, but I don't know what I'm supposed to do about it" to taking action that makes a real difference in the workplace. Involves four steps: Learn, Assess, Dialogue, and Action.

Designed for Leaders, HR / Diversity Practitioners, Diversity Councils and other Diversity & Inclusion Influencers. *Facilitator certification required.* Utilize one of our certified facilitators or certify internal facilitators through a Train-the-Trainer and coaching process.

\$15.50 [per instrument]

Quantity discounts available. Contact us for facilitation certification. Site license available.



Diversity ArtWorks!

Customizable, high-impact artwork to communicate your message of diversity, respect, inclusion, teamwork, and acceptance.

Visit www.DiversityArtworks.com for more information.



Diversity / Inclusion / Cultural Competence Services

In addition to Tools for Learning and Strategic Planning, we offer the following services:

- Assessment
- Blended Learning / Training Design and Development
- Facilitation
- Facilitator Certification
- One-on-One Mentoring and Coaching
- Research and Writing
- Strategic Planning and Consulting

DIVERSITY & INCLUSION CENTER

International Training and Development, LLC

407.859.1191 • Leslie@DiversityInclusionCenter.com

www.OuchThatStereotypeHurts.com • www.OuchYourSilenceHurts.com • www.DiversityInclusionElearning.com

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