

# Inclusive Workplace Culture: Leading and Sustaining a Culture Transformation

<b>Intended Audience</b>	Mid-level	<b>Delivery Options</b>	<ul style="list-style-type: none"><li>• 2-Day In-Person (Onsite or Seminar)</li><li>• 4-Week Virtual</li></ul>
<b>HR Competencies</b>	<ul style="list-style-type: none"><li>• HR Expertise (HR Knowledge)</li><li>• Global &amp; Cultural Effectiveness</li><li>• Leadership &amp; Navigation</li></ul>	<b>Recertification*</b>	SHRM: 15 PDCs

## Program Overview

Every workplace has a culture and whether it's intentionally designed or habitually overlooked is a critical differentiator in the success of an organization. Diverse, inclusive, flexible and engaging workplaces are where people thrive. The Inclusive Workplace Culture Specialty Credential gives HR professionals the strategies and tools needed to successfully shift organizational culture. In this program, participants will learn how to maximize potential through fostering a positive work environment rooted in inclusivity and belonging, ultimately unlocking the organizational gains of a diverse and dedicated workforce.

## Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Explore techniques to create, maintain, and measure an inclusive workplace through communication, mentorship, hiring practices, executive level support, facilitation, listening, data reporting, and training
- Apply strategies that foster inclusion to common workplace situations by addressing implicit bias, making mindful decisions, and reinforcing positive change
- Write a plan that identifies next steps for creating an inclusive workplace culture at your organization

## Program Modules

This program includes the following modules:

Module 1: Introduction

Module 2: Building a Diverse Foundation

- Diversity: The Four Layers
- The Four Dimensions of Covering
- How Do You See Yourself? Your Diversity Story
- Bias and Discrimination
- How Bias Impacts Employees



\*Visit [shrm.org/educationalprograms](https://shrm.org/educationalprograms) for the most up-to-date recertification credit

### Module 3: Moving from Diversity to Inclusion

- Defining Inclusion
- Levels of Inclusion
- How Do You Fit In? Your Inclusion Story

### Module 4: Introducing Inclusive Workplace Culture

- Defining Inclusive Workplace Culture
- How Workplace Culture Happens
- The Transformation to Workplace Culture
- Inclusive Workplace Culture: Why It Matters
- Introducing the Foundations of an Inclusive Workplace Culture

### Module 5: IWC Foundation: Recruitment and Onboarding

- Inclusive Recruitment Basics
- Tips for Reviewing Job Descriptions
- Employing People with Disabilities
- Employing Veterans
- Employing Older Workers
- Returnships
- Inclusive Onboarding
- Accommodations
- Measuring Recruitment and Onboarding Success

### Module 6: IWC Foundation: Total Rewards

- Offering Inclusive Benefits
- Sex and Gender Terminology
- HR's Role in Trans-Inclusive Health Insurance
- Parental Leave
- Dependent Care
- Flexible Work Arrangements
- Rewarding Inclusive Behavior
- Assessing Pay Equity
- Measuring Total Rewards Success

### Module 7: IWC Foundation: Growth and Development

- Inclusive Performance Management Basics
- Inclusive Training Basics
- Creating Accessible Course Materials
- Six Traits of Inclusive Leadership
- Resolving Cross-Cultural Conflict
- Measuring Growth and Development Success

### Module 8: IWC Foundation: Belonging Initiatives

- Designing High-Impact Belonging Initiatives
- Affinity Groups and Employee Resource Groups
- Designing Mentoring Programs
- Inclusive Office Design

### Module 9: Developing a Strategic Plan

- Creating Culture Intentionally



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- Using a Strategic Plan for Culture Change
- The Power/Interest Matrix
- Components of a Strategic Plan
- The SOAR Diagram
- Design Thinking Exercise
- A Plan for Your Strategy

#### Module 10: Managing and Sustaining Culture Change

- Your Role as Change Agent
- The Culture Iceberg
- A Framework for Sustainable Culture Change
- Creating a Sense of Urgency
- Choosing a Change Model
- Culture Change Case Study
- A Plan for Your Change

#### Module 11: Conclusion

- Next Steps
- Program Objectives
- The Knowledge Center
- Course Conclusion