The modern business climate is more diverse than ever. Team members are bringing new experiences, expertise, and viewpoints to the workforce; and constant change is the new normal. An astute leader can take advantage of these skills and perspectives while maximizing productivity and fostering employee buy-in. In this course, you will learn how to capitalize on the strengths of your diverse team while directing and guiding them to even greater achievements.

**WHO SHOULD ATTEND:**
Team leaders, managers, executives and other business professionals who lead others.

**OBJECTIVES:**
- Learn to lead in a world of diversity
- Engage and empower our multi-generational workforce
- Leverage culture as the new strategic differentiator
- Develop your path to leadership success

**WHO SHOULD ATTEND:**
Team leaders, managers, executives and other business professionals who lead others.

**JOB ROLES:**
- Personal Development
- Leader of Teams/Projects
- Leader of Managers/Departments

**COURSE OUTLINE:**

### A Complex World of Diversity
- Working in Fluid Dynamic Environments
- Understanding the New Transient Workforce
- Addressing the Need for a New Type of Leadership
- Leading with Authenticity
- Developing Required Skills and Competencies
- Decentralizing Power

### Making Difference Your Strategic Advantage
- Engaging in the 21st Century
- Measuring Engagement and Taking Advantage of High Engagement
- Overcoming Challenges to Employee Engagement
- Embracing Difference and Bridging Boundaries
- Developing Cultural Intelligence and Responding Effectively to Cultural Differences
- Applying SCARF to Direct Behavior

### Leveraging Change as the New Normal
- Understanding and Applying Emotional Intelligence
- Motivating Others
- Behavioral and Cognitive, Psychodynamic and Humanistic, and Personality Types
- Developing Your Leadership Psychological Toolkit
- Identifying Drivers – Desires and Expectations
- The Impact of an Environment of Trust
- Meeting the Needs of the Social Brain
- Promoting Involvement

### Creating Leaders for the Future
- Avoiding Cultural Pitfalls
- Creating a Common Culture for All
- Leading Fluid Teams
- Seeking Diverse Perspectives
- Utilizing Various Leadership Styles – Storytelling, Adaptive, and Connective
- Building a Sustainable Vision, Developing a Path, and Creating a Passion for Excellence

**We Ensure Personal & Professional Growth Through:**

- **TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY**
  - eBooks, On-Demand Courses, Quick Videos,
  - Personal & Team Assessments, Tools & Templates.

This course may qualify for Continuing Education Credits from multiple providers. Please visit [www.nhcredits.com](http://www.nhcredits.com) for complete details.
Navigating the Modern Workforce: Diversity, Culture, Generations

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

Navigating the Modern Workforce: Diversity, Culture, Generations | 2 Days

Reinforcement Videos
- The Importance of Diversity of Thought Featuring Peter Thonis
- Diversity Is Good Business featuring David Bell
- The Role of Creativity and Diversity in Leadership featuring Linda Hill
- Diversity in Business featuring Sahar Hashemi
- Why Strategic Diversity Management Now? featuring Roosevelt Thomas
- Open Innovation: The Power of Diversity featuring Dwayne Spradlin
- Lead Like Improvisers: The Importance of Diversity featuring John Sweeney
- The Leader of the Future featuring Marshall Goldsmith
- Are You Diversity-Challenged? featuring Roosevelt Thomas
- Redefining Diversity featuring Roosevelt Thomas
- Diversity and Creativity Drive a Culture of Innovation featuring Sir Ken Robinson
- The Importance of Diversity for Creative Energy featuring Danica Purg
- Dirty Dozen Rules of Talent Management: Rule #2 - Pick Talent Against the Corporate DNA featuring Tim Sanders

Book Summaries
- Deciding Who Leads: How Executive Recruiters Drive, Direct & Disrupt the Global Search for Leadership Talent by Joseph Daniel McCool

Blueprints
- Tapping Diversity to Maximize Innovation by Julien C. Carter, Pipier L. Bewlay, Val M. Berry and Georgia Coffey
- The Role of Diversity in Driving Employee Engagement by Cynthia Owyoung, Brenda Mullins and Yvette Meléndez

Leader-Led Activities
- Diversity Preconditions Discussion Guide
- Personal Awareness Discussion Guide
- Dimensions of Diversity Facilitation Guide
- Diversity Trends Facilitation Guide
- Diversity Management Practices Application Guide

Self-Assessment
- Diversity Benefits
- Conditions for Learning and Effectiveness

Business Impact
- Business Impact: Understanding Workplace Diversity

Challenge
- Challenge: Managing Diversity

Tools
- Business Diversity Trends
- Layers of Diversity
- Leading Diversity
- Personal Awareness
- Strategic Alignment
- Diversity Practices

Test
- Leadership Advantage Test Yourself: Managing Diversity

Core Message
- Leadership Advantage: Managing Diversity 2.0

Case Study
- Business Trends and Diversity Implications
- Diversity Dimensions
- Diversity Tensions
- The Role of the Senior Team

Key Concept
- Key Concept: Business Diversity Trends
- Key Concept: Business Benefits of Leveraging Diversity
- Key Concept: Layers of Diversity
- Key Concept: Diversity Yesterday and Today
- Key Concept: The Evolution of Diversity
- Key Concept: The Leader’s Role
- Key Concept: Common Purpose and Awareness
- Key Concept: Strategic Alignment
- Key Concept: Supportive Environment
- Key Concept: Management Practices and Infrastructure

e-Books
- The Etiquette Edge: Modern Manners for Business Success; Second Edition
- Managing Across Cultures: The Seven Keys to Doing Business with a Global Mindset
- The Human Equity Advantage: Beyond Diversity to Talent Optimization

Videos/Courses
- Manage for Mission; Innovation; and Diversity
- Intergenerational Cohesion
- Experience New Cultures to Soften Bias
- Cultural Communication

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.