

# BREAKVIEW

*In business, relationships are your most valuable asset.*



## Sensitivity Training

### The Interpersonal Skills Approach

In your line of business, relationships can be an asset or a serious liability. Employees who are insensitive to others or are accused of sexual harassment can become a serious burden to your organization.

Proactive treatment can turn a potential liability into a high performance asset.

BreakView's Sensitivity workshop is based on the philosophy that the common denominator for all businesses is relationships. The theory and exercises in the training session are chosen to tie into relationship management within the context of diversity.

The workshop is divided into three sections, **Awareness** building, **Analysis** and **Action**.

The **Awareness** and **Analysis** sections will create a strong understanding among participants of their unconscious insensitivity.

The **Action** section provides participants with tools to communicate effectively, through words and actions, in a supportive and sensitive manner in order to deliver the highest service possible.

The workshop closes with participants completing their own personal action plan in order to consolidate, extend, and apply the learning and to evaluate impact.

### Two Basic Approaches to Sensitivity Training:

The Attitude Adjustment approach seeks to change what a person believes. One of the main pitfalls of this approach is that it usually presents basic stereotypes (ethnic and gender caricatures) as fact in the name of "valuing differences". Training that seeks to change beliefs may even lead to a hardening of attitudes and greater workplace strife.

The Interpersonal Skills Approach is about providing employees with the relationship skills training necessary to expand their comfort zone and meet your organizations behavioral standards.

The benefits of our approach to sensitivity training are as follows:

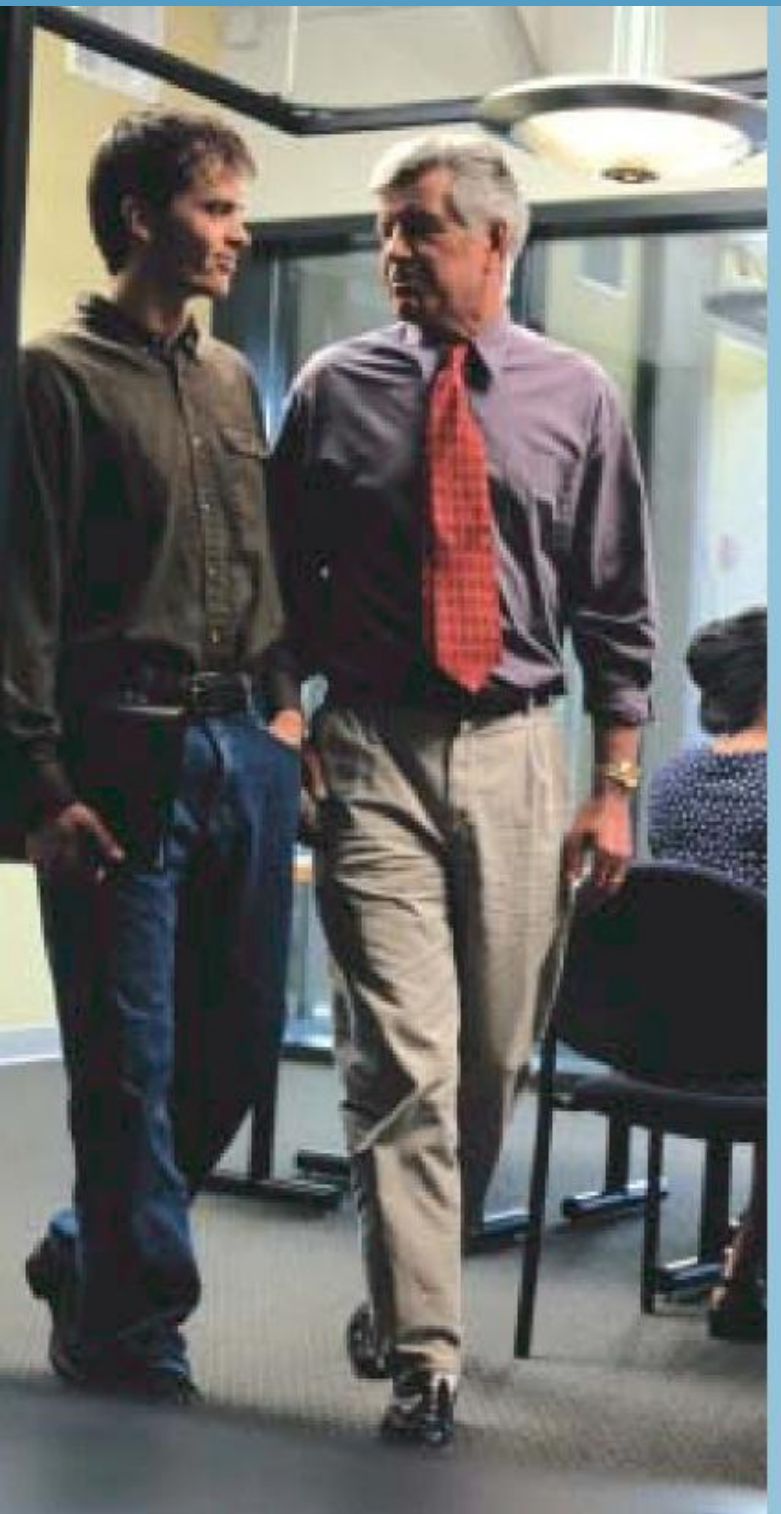
- Improve the ability of staff to communicate with clients in a supportive and sensitive manner;
- Enhance the ability of your staff to effectively use relationship management skills to reach out to individuals outside of their comfort zone and provide the highest service.

### Sensitivity Workshop Topics

- Your social map?
- Sensitivity self-assessment
- The impact of biases
- Gender & Racial bias
- Anti-gay bias
- Harassment
- Three steps to building rapport
- Moving beyond stereotypes and cultural norms
- Mediating conflict
- Assertive communication
- Personal action plan

*"[The course] covers delicate and important issues in [a] comfortable [and] safe environment for good, strong discussions."*

*"There was a strong comfortable atmosphere in the session."*



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