

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

- What is sensitivity?
- Sensitivity self-assessment
- What does gender mean to you?
- Sex vs. Gender
- Gender roles
- The impact of biases
- Gender sensitivity
- Race and culture
- Racial sensitivity
- Sexual harassment
- Three steps to gender and racial sensitivity
- Moving beyond stereotypes and cultural norms
- Mediating conflict
- Assertive communication
- How to promote gender and racial sensitivity
- Personal and organizational action plan

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

"The two facilitators flowed well together."

"There was a strong comfortable atmosphere in the group work sessions."

Charles L. Gordon

Is a dynamic speaker and presenter. Mr. Gordon holds a Masters in Business Administration from the Rotman School of Management. He received a Masters in International Business, specializing in strategic management, from the University of Linz, Austria. He is actively involved in a thriving consulting practice helping organizations improve the quality of their decision-making by bringing a variety of tools to bear on critical business issues.

Sherry Nelligan

Has 17 years experience in the field of gender and ethnic diversity. She holds a Masters in Social Work from the University of Toronto's Faculty of Social Work. As a trainer, she uses an upbeat interactive style, helping workshop participants bridge the gap between theories and real life application. Sherry is passionate in her desire to "Promote Equality and Success across Gender and Cultures".



BREAK**V**IEW

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