

# Conscious Inclusion

When unconscious bias training isn't enough.



**Conscious Inclusion helps all employees to understand their own biases and their impact on those around them to do, or not do, their best work.**

Awareness of biases is important, but we also need to equip people with ways to both interrupt bias and to create an environment where differences are appreciated, and people are included. Every day we hear about incidents where unconscious and conscious biases are having an impact in our society. These situations take a toll on people and are getting in the way of productive and satisfying experiences for both employees and customers.

*Conscious Inclusion* helps all employees to understand their own biases and their impact on those around them to do or not do their best work. This program focuses on how to create an environment where curiosity about differences is encouraged and where inclusion is the mutual responsibility of all employees.

## Overview

Businesses that seek to meet ever changing market needs must attract and retain a diverse workforce. Data reveals that greater innovation and stronger financial performance results come from organizations that are both diverse and inclusive. This means that organizations must equip their employees to create and foster an environment in which difference is welcome and diverse perspectives are sought out with intention. Only then will businesses realize the full promise of the benefits of a diverse workforce.

*Conscious Inclusion* is a program suitable for all levels of the organization and will help individuals understand their own biases and their ultimate impact on those around them. Participants will learn through a variety of experiential exercises that will help participants understand their own aspects of diversity, how assumptions show up at work, and the profound impact our reactions to differences can have on the experiences, opportunities, and types of support that individuals receive. Participants will leave the program with new awareness and specific plans to help mitigate bias in their daily interactions.

### At a glance:

#### Program summary:

- Half-day program designed to enable participants to examine their own biases and triggers and learn techniques to combat them.

#### Who should attend:

- All employees.

#### Program outcome:

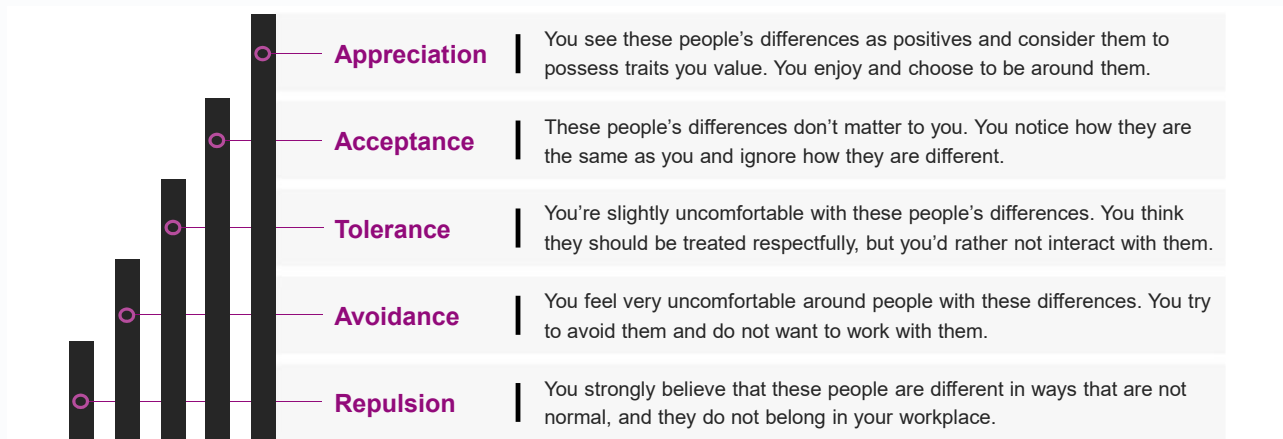
- Participants will leave the program with new awareness and specific plans and tools to help mitigate bias in their daily interactions.

#### Delivery options:

- Tailoring and customization available.
- Licensing and train-the-trainer available.



## Reactions to difference The Inclusion Scale



### Learning approaches:

- Personal reflection.
- Experiential exercises.
- Large, table, and paired discussions.
- Action planning.
- Optional: pre-work and reinforcement/application tools, additional modules for specific audiences or topics.

### Additional modules (optional):

- **Customer Facing Interactions:** For those interfacing with customers and clients, bias can show up and affect the client experience positively or negatively. This 1-hr module will help participants recognize when bias can occur, its impact on customers, and provide strategies for ensuring bias doesn't create any negative outcomes.
- **Moments of Choice:** For people managers involved in hiring and developing people, bias can enter the talent lifecycle in many ways. This 1-hr module helps participants identify times that they need to be intentional about inclusion to avoid common pitfalls when bias can occur. Participants will apply their new Conscious Inclusion skills specifically to those moments that matter in the talent lifecycle.
- Both available in-person or virtual modality.

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### About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with organizations to design their organizational structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward, develop, and motivate their workforce. And, we help professionals navigate and advance their careers.