

CONSCIOUS INCLUSION

When unconscious bias training isn't enough.

Fact Sheet



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

At a glance

Program summary:

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

Who should attend:

- All employees.

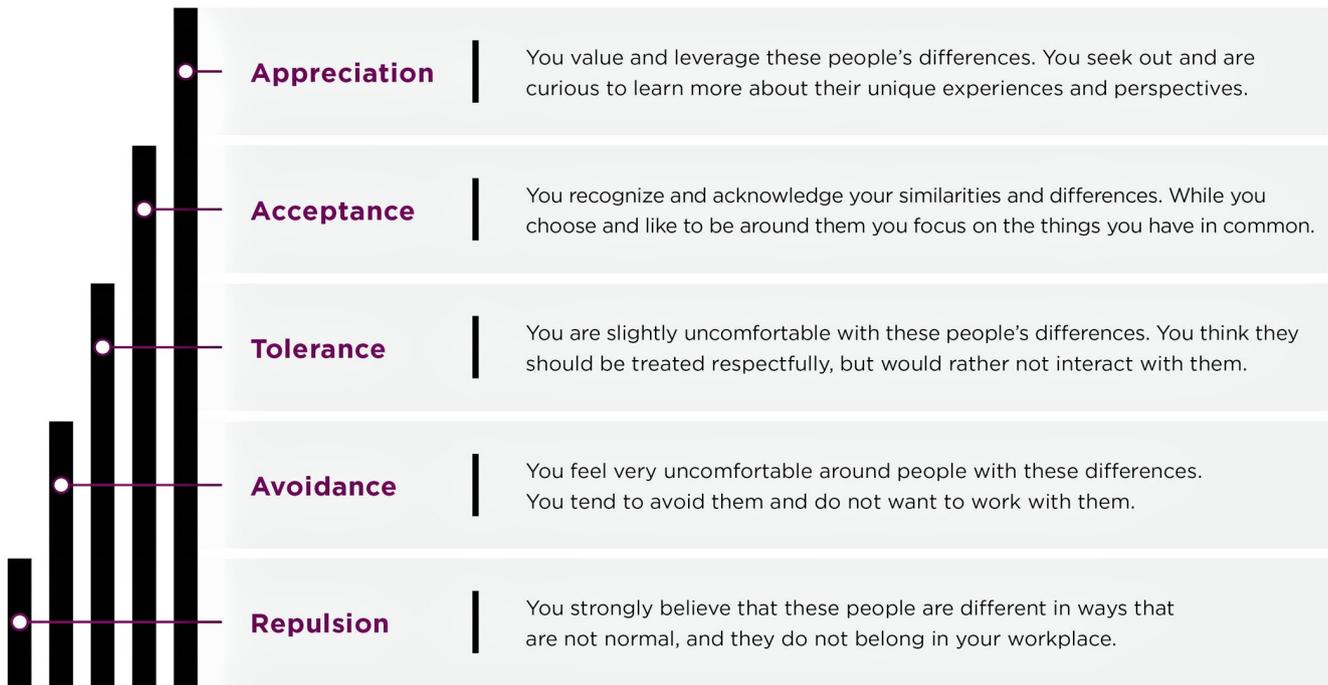
Program outcome:

- 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.
- Licensing and train-the-trainer.
- Four-hour program: traditional classroom or virtual classroom experience.
- Two-hour program: virtual classroom experience (fewer experiential exercises & time for discussion).
- 30-minute eLearning program available.

Inclusion scale



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.

Learning approaches

- Personal reflection.
- Experiential exercises.
- Large, table, and paired discussions.
- Action planning.
- Optional: Activators for pre-work, reinforcement, and application for the extension of learning experience.

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 one-hour 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 life cycle in many ways. This one-hour 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 life cycle.
- Both available in-person or virtual modality.

About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with our clients to design optimal organization structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward and motivate their workforce while developing professionals as they navigate and advance their careers.