

Levels of Training

In order to meet the needs of the City of Spokane's employees who have varying degrees of knowledge and skills related to diversity, there will be three levels of training provided. Each level will provide four hours of training using an interactive. The levels and a brief outline of their content are listed as follows:

Level 1: Introduction to Cultural Sensitivity in the workplace

Level 2: Moving Beyond the Basics: Cultural Sensitivity in the Workplace

Level 3: Cultural Sensitivity in the Workplace for Managers and Supervisors

Level 1

Introduction to Cultural Sensitivity in the workplace

This session is designed for those individuals who have had little or no prior, or current knowledge of issues related to diversity, equity and inclusion in the workplace.

1. Spokane's diversity
2. Exploring biases & stereotypes in the workplace
3. Exploring cultural identities
4. Understanding worldviews, perceptions & misconceptions in the workplace



Level 2

Moving Beyond the Basics: Cultural Sensitivity in the Workplace

This session is designed for those individuals who have had prior diversity training and are interested in building on current knowledge so that they are more effective in dealing with issues of diversity, equity, and inclusion in the workplace.

1. Understanding Spokane's diversity
2. Reviewing basic concepts.
3. How issues of power and privilege impact work
4. Understanding and working with people from diverse backgrounds
5. Effective communication with diverse populations in the workplace

Level 3

Cultural Sensitivity in the Workplace for Managers and Supervisors

This session is designed for those individuals who are managers or have supervisory positions within the City of Spokane. Emphasis will be on how to successfully lead and manage a diverse workforce.

1. Understanding the impact of Spokane's diversity on the workplace.
2. Managing and leading a diverse workforce
3. Developing a diverse and inclusive work environment.
4. Unconscious bias & macroaggression an unintended discrimination in the workplace.
5. Organizational barriers to diversity and to how to minimize their impact.