

# *Business Excellence Through Diversity*

## **Executive Program Agenda/Schedule Example**

(DiversiTeam Associates, Customized for the Client's unique culture, needs and goals)

**8:30 AM**

1. Program Introduction by an Executive Leader
2. Facilitator Welcome, Program Goals, & "Perspective" Ice Breaker Activity
3. Participant Introductions, including interactive Diversity "Business Case" discussion
4. Diversity Business Pay-Offs: "What's In It For Us?"

**Break- Approximately 10:00**

**Reconvene – 10:15**

5. Separating Personal Intent from Professional Behavior & Its Organizational Impact.  
*Video, Interactive Presentation & Discussion*
- 6 The 5 Key Corporate Values as both key drivers for professional diversity *Behavior* and its organizational *Impact*; *Leadership Choices of Collusion, Comfort or Courage*
7. The 4 Key Micro-Message Multicultural Communication Elements: "*Its not what you say/do, it's the way that you say/do it*" -
  - a. *Verbal* (Content/What is said);
  - b. *Para-Verbal* (How it's said – tone, volume, cadence);
  - c. *Non-Verbal* (Eye, Face, Body language); and
  - d. *Contextual* (Who else is there; Previous trust; Relationship; Culture, e-Mail, Telephone, Humor, etc.)
8. E Pluribus Unum & The Diversity Wheel Activity - "*The Ties that Bind*" and the "*Differences that Distinguish*," rather than "*The Ties that Blind*" and the "*Differences that Dominate*".
9. 4-Step Business Thought Process: Moving From Subjective to Objective Decision-Making
10. Defining & Using "Emotional Intelligence Diversity Leadership Skills" in communicating:  
*"The Ability To Make Quality Decisions While Experiencing Feelings*
11. Executive Examples of how the program principles and skills advance measurable, bottom-line strategic business goals
12. Ten Factors of Change, & How To "Walk The Talk":
13. Highlights, Learnings, Executive Leadership Commitments, Program Evaluations & Next Steps

**11:30 AM**

Leveraging Diversity to Advance Individual and Organizational Excellence

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