



Diversity, Equity + Inclusion Training

FOR EMPLOYERS

TABLE of CONTENTS

| | |
|-----------|--------------------------|
| 03 | About SERJobs |
| 04 | Why DEI Training? |
| 05 | Our Training Facilitator |
| 06 | Available Courses |
| 07 | Course Descriptions |
| 14 | Next Steps |
| 15 | Contact SERJobs |



About SERJobs

Where Opportunity Works!

SERJobs Houston, a regional affiliate of SER Jobs for Progress National, Inc., is a nonprofit organization empowering individuals to transform their lives through education, training, employment, and financial empowerment services. Founded in 1965 as a volunteer job bank for Hispanic veterans, SERJobs has evolved, and now operates offices in Houston, Galveston and Fort Bend. SERJobs serves individuals in 13 Texas counties and assists more than 4,000 members with accessing better opportunities every year.

Our Mission

To transform the lives of individuals through education, skill-based training, employment, and long-term financial stability.

Our Vision

Where Opportunity Works!

Our Values

Service
Excellence
Respect
Team

Why DEI Training?



Supporting a Diverse Workforce

SERJobs is now offering professional development courses focused on diversity, equity and inclusion for employers and their staff to equip them with tools to support a diverse and evolving workforce so that opportunity can work—for everyone!



Diversity, inclusion, and anti-oppression practices in the workplace lead to belonging for individuals and equity for all.



Equitable employers create inclusive workplaces where employees share unique perspectives, respect one another's individual needs, and reach their full potential without barriers.



Inclusive workplaces see greater innovation and financial returns, outperform competitors, and improve employee experiences.

In-person sessions are preferred, but a virtual option is available. Contact us for more information.

Our Training Facilitator

SHANTERA CHATMAN, MBA

As a woman of color, Shantera Chatman has chosen to blaze her own trail as she became a successful transformation consultant and community leader. From the moment she earned her degree as a member of the first graduating class of Information and Operations Management at Texas A&M University, to the beginning of her stellar career at NASA as well as founding The Chatman Women's Foundation in Houston, Texas, Shantera developed a set of guiding principles that made her successful at many Fortune 500 companies. She is now ready to share those principles to empower others.

Shantera weaves her experiences into powerful stories and interactive experiences that make her a sought-after speaker. She is also the author of *PowHer Play: A Women's Empowerment Guide*, *Embrace Resistance: How to Conquer Your Critics*, *emPowHering YOU: 12 Tips to Finding Your Voice* and most recently, *The Transformative Ally: Advocacy, Support & Coexistence*.

**LEARN MORE ABOUT
SHANTERA >**
shanterachatman.com



Available Courses

1. The Importance of
Diversity, Equity
+ Inclusion

2. Cultural
Competency

3. The Importance
of Allyship

4. Managing
Unconscious
Bias

5. Cultivating
a Culture
of Inclusion

6. Microaggressions



COURSE DESCRIPTIONS

Each course is designed as a immersive, interactive learning experience for 5-20 employees. In-person teaching preferred, but virtual options are available.



The Importance of Diversity, Equity + Inclusion (DEI)



TIME + SCHEDULING

4 hour session, in-person preferred



PRICE

FREE!

ABOUT

Ongoing DEI training should be part of an organization's holistic, long-term strategy to foster a more open, welcoming, and inclusive workplace culture. Reinforcing DEI helps every employee show up each day without fear of being their true selves. These foster higher engagement, productivity, and innovation that increase revenue.

KEY LEARNING GOALS

At the completion of this workshop, participants will be able to:

- Understand the difference between diversity, equity, and inclusion
- Raise awareness of unconscious bias
- Recognize and address microaggressions
- Encourage allyship and bystander intervention
- Understand the link between diversity and preventing workplace harassment



Cultural Competency



TIME + SCHEDULING

4 hour session, in-person preferred



PRICE

\$3,000

ABOUT

Cultural Competency is created to engage, motivate, challenge, and prompt serious conversations related to diversity, equity, and inclusion and to encourage team members to become agents of change. The Cultural Competency training experience provides a space to increase awareness, knowledge, and skills. Topics covered include Self-Awareness, the CARES Model, Cultural Competence/Intelligence, Unconscious Bias, Intent vs. Impact, and Allyship.

KEY LEARNING GOALS

At the completion of this workshop, participants will be able to:

- Identify elements of cultural competence and self-awareness
- Counter limiting stereotypes and cultural conditioning
- Practice CARES Model: Communication, Appreciation, Respect, Empathy, Sensitivity to Build Cultural Competency
- Reinforce behaviors that support cultural competency and minimize behaviors that undermine it
- Understand Intent vs. Impact in the workplace
- Address issues and concerns in a respectful, constructive way



The Importance of Allyship

**TIME + SCHEDULING**

2 hour session, in-person preferred

**PRICE**

\$1,500

ABOUT

The Importance of Allyship provides a strong foundation for anyone looking to learn what it takes to be a true ally in the workplace. An ally is a highly evolved person that navigates diversity, inclusion, and equity with strength and accountability. Through this 120-minute discussion, participants will leave with an understanding of why allyship is important and the keys to building trusting relationships at work.

KEY LEARNING GOALS

At the completion of this workshop, participants will be able to:

- Define allyship and understand how it can lead to transformative change
- Explore actions to take that will lead to more inclusive organizational practices and policies
- Understand the qualities an ally possesses and what it takes to obtain them



Managing Unconscious Bias

**TIME + SCHEDULING**

2 hour session, in-person preferred

**PRICE**

\$1,500

ABOUT

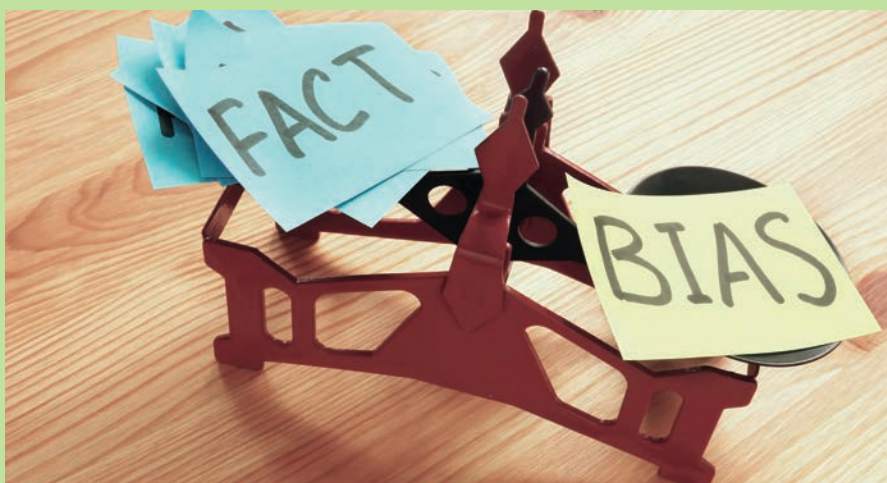
The simplest definition of bias is a preference for one thing over another. We all have these preferences that cause us to favor one type of person, group, or thing when compared to another. They have been ingrained in use from birth. That is why they are called unconscious biases. These preferences underlie the snap judgments we make about others. It is very human to make automatic associations about people and situations. These associations result from how the brain categorizes and processes our encounters.

A bias is not necessarily bad unless it triggers an unfair assessment or treatment of others. However, if our biases trigger us to unfairly exclude others from advantages and opportunities in the workplace, it becomes terrible. In this session, we will address ways to identify and manage biases to ensure they do not become stereotypes and hinder the decision-making process in the workplace.

KEY LEARNING GOALS

At the completion of this workshop, participants will be able to:

- Raise Awareness of Unconscious Bias
- Understand How Bias Is Learned and Reinforced
- Understand Common Types of Bias in The Workplace
- Manage Bias with Anti-Bias Tools
- Treat All People the Way They Want to Be Treated, With Respect



Cultivating a Culture of Inclusion in the Workplace

**TIME + SCHEDULING**

2 hour session, in-person preferred

**PRICE**

\$1,500

ABOUT

“Diversity is being invited to the party. Inclusion is being asked to dance.” Increasing diversity in the workplace does not guarantee that employees will feel welcome. It requires consistent, intentional action to create a culture of inclusion for diverse employees. An inclusive culture is built on the key pillars of psychological safety and trust, which provide a foundation for increased employee engagement and retention.

KEY LEARNING GOALS

After this workshop, participants will be able to:

- Define inclusion and understand its benefit to the workplace
- Recognize different types of diversity and their impacts on the workplace
- Identify simple strategies to create an inclusive culture at work
- Understand the role of psychological safety and trust in the workplace



Microaggressions

**TIME + SCHEDULING**

2 hour session, in-person preferred

**PRICE**

\$1,500

ABOUT

Diverse employees experience microaggressions every day in the workplace. The cost of ignoring microaggressions is high and can lead employees to disengage from the workplace or, in some cases, resign from their job. To prevent these effects, employers must understand what microaggressions look like in the workplace; have a clear plan to address microaggression, and take steps to avoid them.

KEY LEARNING GOALS

After this workshop, participants will be able to:

- Identify the three common types of microaggressions
- Recognize when microaggressions are happening in the workplace
- Practice a 3 step communication model to address microaggressions that occur in the workplace directly



NEXT STEPS

Interested in any of these trainings - or all of them? Do you think these trainings would power up your workplace culture and productivity? Learn more by scanning the QR code to the right with your smartphone, or visit serjobs.org/dei



LEARN MORE

Browse this brochure and our website to learn about each course.

SUBMIT INTEREST FORM

Give us a bit more info about what you're looking for using the form on our website.

CONNECT WITH US

SERJobs staff will reach out to you to confirm scheduling, attendance, and other details.

ATTEND TRAINING!

And start (or continue) your organization's path towards championing a diverse workforce!





DEI EMPLOYER TRAINING PROGRAM COORDINATOR

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8am - 5pm



CONTACT INFORMATION



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