

Cultivating and Fostering a Workplace of Civility

Civility is an essential aspect of every work environment to create and maintain a fair and professional workplace culture. This program teaches your team the norms of acceptable workplace conduct and how to identify, prevent, and respond professionally to situations of workplace incivility.

Diversity and globalization bring people from different cultures into contact with one another, which can cause friction if people react negatively. This highly interactive training utilizes storytelling, facilitated discussion, and scenarios to help employees and managers build skills to proactively identify their own unconscious biases and mitigate subtle acts of exclusion to foster a more civil, unified, and connected workforce.

By the end of the session, participants will be able to:

- Understand their role in addressing behavior on the Uncivil Behavior Spectrum.
- Analyze and review examples of non-inclusive behavior and unconscious bias.
- Define civility and examine why workplace civility is important.
- Learn what to do when you are a victim of, or witness to, uncivil behaviors.
- Understand the benefits and challenges of having diversity at work.
- Effectively address subtle acts of exclusion/microaggressions.
- Understand how to create a welcoming environment.

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Fostering Diversity and Inclusion at Work

Creating an inclusive environment starts with the cornerstones of openness, clear communication, and respect. This training focuses on helping employees and managers achieve an inclusive environment by raising awareness of the importance of seeing the world through the eyes of someone of a different age, race, gender, or other diverse characteristics.

This highly interactive training utilizes storytelling, facilitated discussion, and scenarios to help employees and managers build skills such as communicating more effectively with people from diverse backgrounds and modeling inclusive behavior. The training also highlights how to avoid micro-aggressions and reduce levels of unconscious and implicit bias in decision-making and interactions.

By the end of the session, participants will be able to:

- Cultivate and foster a diverse workforce.
- Recognize and value every individual's unique skills and perspectives.
- Examine and analyze the benefits, as well as the challenges, of diversity.
- Recognize unconscious bias and learn how to mitigate negative effects.
- Effectively address subtle acts of workplace exclusion/microaggressions.
- Communicate effectively and intervene as a bystander.
- Understand how to create a welcoming environment.

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Mitigating Unconscious Bias in the Workplace

Unconscious bias occurs when you make spontaneous judgments about people or situations based on your past experiences, culture, background, or exposure to media. These hidden preferences or prejudices can affect nearly every decision you make. The goal is to create a workplace built on respect, courtesy, and an appreciation of our differences.

Primary objective of the session is to raise consciousness about personal bias and how we all play a role in either perpetuating or dismantling biases at work. Working to address specific areas around unconscious bias will lead to a more diverse, unified, and connected workforce that operates at its full potential.

By the end of the session, participants will be able to:

- Examine and analyze the benefits, as well as the challenges, of diversity.
- Recognize unconscious bias and how it can impact all aspects of business decision-making and practices.
- Apply specific strategies to mitigate the negative effects of unconscious bias in the workplace.
- Understand how to create a welcoming environment.

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Preventing Harassment and Inappropriate Behavior at Work

TrainXtra offers courses for supervisor and nonsupervisory employees that meet all requirements of sexual harassment training laws set forth by California. The training includes information and practical guidance regarding federal and state laws concerning the prevention and correction of sexual harassment and the remedies available to victims.

This training will help managers develop the necessary skills to prevent sexual harassment, communicate the organization's expectations about workplace conduct, recognize and respond to problematic behavior, and maintain an environment where employees are comfortable bringing forward concerns.

Topics Covered:

- The definition of sexual harassment under the Fair Employment and Housing Act and Title VII of the federal Civil Rights Act of 1964.
- The statutes and case-law prohibiting and preventing sexual harassment.
- The types of conduct that can be sexual harassment.
- Remedies and resources available for victims of sexual harassment.
- Strategies to prevent sexual harassment.
- Supervisors' obligation to report harassment.
- "Abusive conduct" under Government Code section 12950.1, subdivision (g)(2).

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Interrupting Subtle Acts of Exclusion at Work

Creating an inclusive environment starts with the cornerstones of openness, clear communication, and respect. This training focuses on helping participants achieve an inclusive environment by raising awareness of the importance of seeing the world through the eyes of someone of with different characteristics.

The training focuses on how to avoid subtle acts of exclusion/microaggressions, creating a workplace built on respect, and gaining an appreciation of our differences. This is a potentially divisive topic, and an effective training program that teaches your team how to address these issues through communication will go a long way in creating a healthy, productive, and civil workplace.

By the end of the session, participants will be able to:

- Cultivate and foster a diverse workforce.
- Recognize and value every individual's unique skills and perspectives.
- Examine and analyze the benefits and challenges of workplace diversity.
- Analyze and review examples of non-inclusive behavior.
- Define subtle acts of exclusion and learn how to address them.
- Align behavior to the mission and service of your organization.
- Understand what microaggressions are and how to respond.

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Ally Skills Training

Ally skills training prepares employees to better support, collaborate with, and advocate for people from minority and marginalized groups inside and outside of the workplace. When employees feel welcomed, accepted, and feel their voices are heard, they are more satisfied and productive at work. The goal is to create a workplace built on respect and courtesy and an appreciation of our differences.

This highly interactive training utilizes storytelling, facilitated discussion, and scenarios to help employees and managers build skills such as communicating more effectively with people from diverse backgrounds and modeling inclusive behavior. The training provides practical tools to position people of all backgrounds, identities, and genders to successfully undertake allyship to foster healthy workplaces for all.

By the end of the session, participants will be able to:

- Understand the meaning of allyship.
- Align behavior to the mission and service of their organization.
- Effectively take action as an ally to foster an environment of dignity and respect.
- Learn how to communicate effectively and intervene as a bystander.
- Discuss the challenges of applying and practicing allyship.
- Understand how to create a welcoming environment.

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How to Handle Difficult Conversations at Work

There are certain conversations we all dread: the ones in which we must deliver bad news, discuss a sensitive topic, or talk about something that's gone wrong. Perhaps we cannot eliminate the stress entirely, but we can reduce it and approach the difficult conversation with more confidence.

This highly interactive training aims to help employees and managers build skills such as communicating more effectively with people from diverse backgrounds and modeling inclusive behavior. Your team will learn how to have difficult conversations, and build their communication skills while improving relationships, teamwork, and business performance. This program teaches your team how to address these issues through communication to create a healthy, productive, and civil workplace.

By the end of the session, participants will be able to:

- Understand why certain conversations are difficult.
- Enhance your relationships through honest, respectful discussion.
- Examine the differences between a debate and a dialogue.
- Learn practical skills on how to actively listen and communicate effectively.
- Identify and mitigate barriers to effective communication.
- Learn how to prepare for and manage a difficult conversation.
- Increase the effectiveness of non-verbal communication skills.

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One-on-One Sensitivity Training

One-on-one sensitivity training for managers is for those who have been accused of harassment or discriminatory remarks or have issues communicating with their staff. This training is to emphasize the role of workplace sensitivity and civility in promoting a respectful culture.

One-on-one customized training sessions offer an effective way to address unwelcome conduct, which can lead to a hostile work environment. The goal is to assist the employee in modifying behavior, provide tips and tools to improve credibility, and to clarify what management expects of their conduct and their role in the company.

I customize a one-on-one sensitivity training session to directly address the circumstances which resulted in the need for training. Active participation is encouraged to allow time for questions and to ensure participants understand the Company's expectations moving forward to successfully achieve performance expectations.

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