

Reversing the Ostrich Approach to Diversity: Pulling your head out of the sand



®

Module 2 Stop Walking on Eggshells: Define and use positive confrontation

Facilitator's Kit

Facilitator's Guide
Participant's Guide
PowerPoint Presentation

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Mod 2

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Content and Activities Overview

This section overviews the content and activities for the course. Carefully read through the outline. The course is structured around the following agenda and core activities:

Agenda

	Activity	Time
1	Introduction <ul style="list-style-type: none">▪ Introduce yourself/participants.▪ Review housekeeping items/ground rules.▪ Introduce agenda.▪ Introduce workshop guidelines.▪ Review learning objectives.▪ Participants will begin workshop by completing “The Two Barbers” activity.	15 minutes
2	The Golden Rule vs. The Platinum Rule <ul style="list-style-type: none">▪ Facilitator will perform a brief demonstration on the difference between the golden rule and the platinum rule. Participants will discover others ways they use the Golden Rule instead of the Platinum Rule.▪ Facilitator will discuss intent versus end result.▪ Participants will think of a workplace scenario when they apply the platinum rule to achieve maximum results.	20 minutes



Mod 2

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	Activity	Time
3	<p>Preparing for positive confrontation</p> <ul style="list-style-type: none"> ▪ Facilitator will give mini-lecture on Exploring and Identifying sources of conflict and personal patterns. ▪ During activity participants will learn to apply the DIPP method to identify sources identify sources of workplace confrontation: <ul style="list-style-type: none"> – Discover - Identify personal issues (sources of conflicts/hot buttons). – Identify - Identify ways to recognize when conflict is arising. – Practice - Practice new method of positive confrontation. – Progress – Evaluate what you have practiced to find ways to improve. ▪ Facilitator will discuss immediate action that can be taken when conflict arises. 	40 minutes
4	<p>Wrap-Up</p> <ul style="list-style-type: none"> ▪ Participant will complete questions 11 and 12 from the Pull Your Head Out of the Sand portion of Chapter 2. ▪ Answer any remaining questions. 	15 minutes

Total Time: 90 Minutes



Mod 2

Walking on Eggshells:

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Introduction – 15 Min.

Welcome

Take a few minutes before the workshop to write an agenda on chart paper or a board.

Welcome to our workshop, “Reversing the Ostrich Approach to Diversity, Module 2 Walking on Eggshells.”

Let’s begin by introducing ourselves. Let’s go around the room and each person will tell their name, where they are from geographically, what they want to get out of this workshop, and one unique thing about them. We will go around the room by tossing this koosh ball to each other.

I will begin.

Introduce self and toss koosh ball.

It is important to keep participants moving quickly to stay within time frame.

As the facilitator, my role today is not to train you but to guide you through a journey of self-discovery. Discovering your strengths and weaknesses of workplace confrontation will improve your work environment.

Every workplace experiences confrontation. We experience positive and negative confrontation situations daily.

The primary purpose of our workshop today is to identify how we can implement positive confrontation into the workplace effectively.



Mod 2

Walking on Eggshells:

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Objectives and Guidelines



Refer to PG

Please turn to the page in your guide titled, “Objectives and Guidelines.” .



Show PPT/OH.

This workshop is intended to help you:

- Determine the differences between the golden and platinum rule
- Apply platinum rule to a work place situation
- Identify workplace issues of confrontation
- Practice applying personal confrontation methods to a real workplace situation
- Commit to action by completing a personal development plan.

In order for this workshop to run smoothly, it is important that we adhere to the following guidelines.

- Be open to new ideas and concepts.
- Take responsibility for learning.
- Open up and share.
- Participate to create value for yourself.
- Be a respectful listener.
- Agree to disagree.
- Have fun!



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