

Power of Language™ Program

Building diversity. equity. inclusion. belonging. into your organization



"Diversity, Equity, Inclusion, and Belonging is most effective when it is cascaded down the organization and is integrated, measured, and supported by company leadership. - Saterman Connect

Unlocking the power of your people starts and continues with your organization creating an environment where everyone feels safe, supported, and accepted. Investing in this work supports employees in reaching their full potential. The goal is for people to feel engaged and fulfilled in their roles and to create a sense of belonging throughout the organization, effectively driving business results.

Everyone is at a different place on their DEIB journey—from taking their first steps to learning and understanding the foundations of diversity, equity, inclusion, and belonging to more advanced skills and knowledge.

Power of Language™ helps individuals and organizations create cultures of inclusion and belonging. We custom-tailor the initiatives to meet the needs of the organization, so your organization can focus on what is needed throughout the journey.

Each POL™ session typically is 2-hours, and we have segmented our curriculum to focus on where participants are in their journey:

Foundations

- Building Self-Awareness
- Fostering Cultural Curiosity
- Allyship in the Workplace

Advanced

- Introduction to Micro-messaging
- Identifying Micro-messaging
- Interrupting Microaggressions and Micro-inequities

Electives

- Being an Inclusive Leader/Partner (anyone)
- Roles/Responsibilities of an Inclusive Leader (people leader)
- Creating Psychological Safety (people leaders)
- Diverse Minds: Intersectionality and Neurodiversity (anyone)

Power of Language™ Program Overviews

POL™ Foundations

Building Awareness*

Everyone needs to start somewhere in their personal diversity, equity, inclusion, and belonging (DEIB) journey. It begins with participants recognizing the power of their own language and assessing its role in their daily lives. Knowledge is built by defining key terms and concepts, and expands as they explore the layers that make us unique, through our visible and invisible dimensions of diversity.

- Define diversity, equity, inclusion, and belonging (DEIB) terms
- Discover the meaning of Dimensions of Diversity
- Recognize visible and invisible Dimensions of Diversity
- Explore your own and others' Dimensions of Diversity

Fostering Cultural Curiosity*

As organizations recognize the importance of culture, this course focuses on encouraging a culture of curiosity. Participants are introduced to cultural competence (a type of social fluency = goal) and cultural humility (accepting what you may not know or understand = mindset) and explore what they mean and why they are different. Through a variety of activities, they identify ways to practice cultural humility at work, explore how they can build skills to be more culturally competent, and create personal commitments to cultural humility.

- Discover what is meant by Dimensions of Diversity
- Identify your own and others' Dimensions of Diversity
- Define Cultural Competence, Cultural Humility, and Cultural Curiosity
- Explore ways to embed Cultural Curiosity at work

Allyship in the Workplace*

Allyship is an active and consistent effort to support and advocate for marginalized individuals and/or groups. During this session, participants will identify strategies and practices for becoming an ally at work, and actions they can take to create a more inclusive environment through allyship. This will position people of all backgrounds, identities, and genders to become effective allies (and advocates) at work and beyond.

- Define the concepts of Allyship and its role in fostering inclusivity in the workplace
- Explore strategies and practices for becoming an effective ally at work
- Identify actions that can be taken to create a more inclusive environment through Allyship
- Apply Allyship principles to support colleagues from diverse backgrounds

**Program is also available as an eLearning course.*



Power of Language™ Program Overviews

POL™ Advanced

Introduction to Micro-messaging

This session introduces participants to micro-messages (subtle, nonverbal cues or signals that individuals convey in their interactions with others) and identifies and defines three specific types: affirmations, aggressions, and inequities. The begin to build their knowledge and understanding of what they are, what they sound or look like, and their crucial role in communication – as they can convey emotions, attitudes, and intentions that may not be explicitly stated.

- Build your knowledge of micro-messaging
- Differentiate various types of micro-messages
- Recognize the impact micro-messages have on others'

Identifying Micro-messages

This session explores microaggressions at a deeper level. It is nice to know the different types of microaggressions. However, what is more important is being able to recognize and articulate their underlying messages. Through examples, scenarios, and practice, participants will learn ways to proactively address different forms of bias by understanding what they mean and the impact they have on themselves and others.

- Discover the importance intention and impact
- Explore the difference between microaggressions, micro-affirmations, and micro-inequities
- Define the underlying messages (themes) associated with microaggressions

Interrupting Microaggressions and Micro-inequities

Having a clear understanding of microaggressions and micro-inequities informs the next step of learning how to interrupt them. The goal is to move from bystander to ally and advocate. Using our ACES model, participants learn four ways to interrupt microaggressions and micro-inequities. Through practice scenarios, learners increase their comfort level and confidence in addressing situations involving bias, bullying, and/or discriminatory behaviors.

- Learn a coaching framework for asking and responding to DEIB-related questions
- Practice interrupting difficult DEIB conversations using the ACES model
- Increase your confidence in responding to micro-inequities and microaggressions



Power of Language™ Program Overviews

POL™ Electives

Being an Inclusive Leader/Partner (anyone)

There is growing evidence that employees want to work for organizations that encourage and allow them to express their full authentic selves at work. Being an inclusive leader takes practice, time, and requires introspection. This unfolds as participants learn ways to access their own biases and preferences, and why they should seek out different views and perspectives to make better decisions. The skills and practices covered in this session apply to anyone in an organization seeking to be more inclusive with their peers, teams, colleagues, and leaders.

- Define what it means to be an inclusive leader
- Discuss the benefits of inclusive leadership
- Explore ways to be a more inclusive leader
- Assess your personal inclusive leadership skills, competencies, and behaviors

Roles/Responsibilities of an Inclusive Leader (people leader)

To be an inclusive leader, you must also be aware of yourself, your surroundings, and the people you work with. As an inclusive leader, it is important to know what the organization expects of you, your role, and the responsibilities you have in developing, growing, engaging, and retaining your direct reports. To a large extent, this is driven by how you create a culture of trust, belonging, inclusion, and collaboration. These are foundational elements in building a winning culture that's aligned with the mission, vision, and values of the team/department, function, and organizational goals.

- Identify the roles and responsibilities of inclusive leadership
- Explore the responsibilities, traits, skills, and competencies of an inclusive leader
- Recognize the role bias plays in leading
- Identify the actions and behaviors to become a more inclusive leader

Creating Psychological Safety (people leaders)

A leader's ability to create a safe environment is essential. This session explores psychological safety through the lens of personal experiences, impact, and strategies. As participants gain a deeper understanding of how psychological safety affects team performance and individual well-being, they will also learn practical tools for promoting trust, open communication, and collaboration in a supportive and inclusive environment.

- Recognize the four stages of Psychological Safety
- Connect personal experiences to having/not having psychological safety
- Explore the impact of having/not having psychological safety with your team(s)
- Identify ways to create Psychological Safety with your team(s)



Power of Language™ Program Overviews

POL™ Electives, continued

Diverse Minds: Intersectionality and Neurodiversity (anyone)

This session explores the intersectionality of individuals' visible and invisible Dimensions of Diversity, emphasizing the acceptance of neurological differences as inherent aspects of human diversity. Participants are introduced to the definitions of intersectionality and neurodiversity, explore why they are important, and the valuable contributions and impact neurodiverse make to teams and organizations.

- Define intersectionality and neurodiversity terminology
- Communicate the relationship between Dimensions of Diversity and Intersectionality
- Explain the spectrum of neuro-types
- Describe why neurodiversity is important and how to support it in the workplace