

DEI TRAINING PROGRAMS

The Office of Diversity and Inclusion will be responsible with working with all PTC departments to ensure that employees are trained around cultural competency throughout the year. The Office of Diversity and Inclusion is committed to training the entire organization in diversity awareness.

A schedule of trainings will be available for the year through your training coordinators. The following steps to ensure measurement and accountability.

Mandatory Training: The Office of Diversity & Inclusion shall make available the courses below. All employees will be required to take the following courses *every 5 years throughout their PTC career:*

- Online Sexual Harassment Training for Employees.
- Americans with Disabilities and the Supervisor Role. (*Perquisite: Online Sexual Harassment training*).
- Retaliation in the Workplace (*Perquisites: none—Supervisors and above*).
- Diversity Awareness Training for Employees (*Prerequisites: none*).
- Diversity Awareness Training for Managers (*Prerequisite: Diversity Awareness Training for Employees-- Supervisors and above*).
- Sexual Harassment Training for Managers.
- Online Contract Compliance Training (*for project managers*).

Non-Mandatory Training: Employees may engage in additional training to assist in their personal development in workplace diversity.

- The Emerging Multigenerational Workforce.
- Understanding Limited English Proficiency (LEP).
- Multicultural Communication Styles in the Workplace.
- Mentoring in the Workplace Online.

Cultural Observances: Employees may engage in Commission sponsored events that serve to train employees through participation and experience. Attending the events increases employee's cultural competence aptitude.

Training Courses Descriptions

Executive Diversity and Inclusion Training

Course Description: This course is designed to engage executives and senior leaders in diversity and inclusion while building accountability through understanding the importance of cultural competence to effective leadership. Executives will realize the importance of diversity and inclusion in and how diversity and inclusion can be a fundamental driver to one's leadership style. Senior leaders will also measure their level of intercultural competence senior leaders will take away from the day-long training:

Course Objective:

- How diversity and inclusion can help drive business results.
- Take ownership of the organization-wide diversity strategy.
- Develop a more inclusive leadership style.
- Learn and make others accountable for defining diversity objectives.
- Understand the benefits of diversity and inclusion to business process, employees and management styles.

Diversity in the Workplace for Managers and Supervisors

Course Description: Strategies supporting workplace diversity and inclusion go well beyond policies and civil rights laws. Managers and supervisors must be prepared to address the Pennsylvania Turnpike Commission's standards of organizational excellence in promoting a workplace that is free of bias and supports the concept of fairness, integrity, ethics and reasonable judgment. Managers and supervisors attending the course will walk away with an understanding of their role in promoting a diverse and inclusive workforce. This is a mandatory course for managers and supervisors.

Course Objectives: Managers can expect the following during the day-long course.

- Defining diversity and inclusion in your management plan.
- Understanding laws that support diversity and inclusion.
- Barriers to workplace diversity and inclusion.
- Addressing individual biases that may act as a barrier to diversity and inclusion.
- Navigating change within an established workplace culture.

Diversity Awareness in the Workplace for Employees

Course Description: The workforce is rapidly diversifying on many levels in terms of cultures, nationality, lifestyles, gender, and ability, which means that diversity and cultural issues no longer exist in separate arenas. The goals of diversity training are to help employees understand that diversity is the similarities, as well as the differences, among and between individuals at all levels of the organization, and in society at large and, how diversity contributes to richness in the organization by having a variety of views, approaches, and actions to use in strategic planning, tactical planning, problem solving and decision-making.

Course Objectives:

- To describe the basic concepts of culture, cultural competence and diversity.
- To describe how cultural values and/or worldviews determine perceptions of and actions toward others who are culturally different.
- To help participants assess their current knowledge and needs of the various cultures.
- To provide participants with a means to understand cross cultural communication styles and diversity dynamics concepts.

Sexual Harassment Training – Managers

Course Description:

This three-hour course is designed to help supervisors and managers understand issues of sexual discrimination and harassment so that they can conform to the law and company policy, set an example for employees, and prevent or effectively manage situations that can escalate into legal action.

Course Objectives:

- To define the terms sex discrimination, sexual harassment and retaliation.
- To describe the two types of sexual harassment.
- To identify the factors which contribute to a hostile work environment.
- To list common patterns of harassment and give examples.
- To present participants with methods for preventing sexual harassment.
- To reiterate the Commission's policy on sexual harassment.
- To describe appropriate conduct in the event a sexual harassment investigation occurs.

Sexual Harassment Training – All Employees

Course Description:

This online course will increase understanding of how sexual harassment is defined and how to help prevent it at work.

Course Objectives:

- To define sexual harassment.
- To identify the types of sexual harassment.
- To identify behaviors that may be interpreted as sexual harassment in the workplace.
- To report sexual harassment pursuant to PTC policy.
- To identify strategies to prevent sexual harassment.

Preventing Retaliation in the Workplace

Course Description:

This three-hour course is targeted at all employees but is mandatory for managers and supervisors. It is intended to provide participants with a basic understanding of key legal concepts and definitions of retaliation, examples of situations that are or have the potential to become retaliatory and a process for recognizing, responding to and resolving such situations before they escalate.

Course Objectives:

- Define retaliation in the workplace.
- Recognize situations that could be retaliation.
- Identify common types of retaliatory behavior.
- Use the Recognize, Respond, Resolve model.

ADA and the Supervisor's Role

Course Description:

This three-hour course is designed to help supervisors and managers respond to reasonable accommodation requests in compliance with provisions of the ADA, the ADA Amendments Act, and Commission policy.

Course Objectives:

- To provide supervisors and managers with an overview of the Americans with Disabilities Act.
- To review the Commission's policy and procedures on the issue of the Americans with Disabilities Act.
- To help participants develop sound strategies in performing the Interactive Process.
- To provide supervisors and managers with an update on changes to the Americans with Disabilities Act as a result of the passage of the Americans with Disabilities Act Amendments Act of 2008.