



The short-form Cook Ross Diversity Toolkit™ is offered for a limited time to businesses and organizations by The Center for Organizational Cultural Competence- authorized Canadian representative for Cook Ross cultural competence tools and services.

Today's complex work environment embodies diversity of thought, language, educational background, race, gender, ethnicity and other differences that can increase creativity, productivity, and be leveraged to help organizations thrive.

At the same time, this diversity brings challenges with it. The Diversity Toolkit gives managers and employees the tools that speak to a variety of diversity and inclusion situations in the workplace.



**The Center for Organizational  
Cultural Competence**

NAVIGATING A WORLD OF DIFFERENCES.

[www.CulturalCompetence.ca](http://www.CulturalCompetence.ca)

The short-form Toolkit is available in paper-copy and/or electronic copy and includes content on:

- \* Advertising for Diversity
- \* Appreciating What Shapes Culture
- \* Brown Bag Lunches
- \* Conducting a One Hour Diversity Orientation
- \* Considering Cultural Patterns when Conducting Business
- \* Current Recommended Diversity Teams
- \* Development Activities for a Diverse Workforce
- \* Employee Inclusion Questionnaire
- \* Integrating New and Diverse Staff - A Teambuilding Approach
- \* Providing Recognition and Motivation to Diverse Staff
- \* Thriving in a Cross-Cultural Team
- \* Tips for Valuing Diversity

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Each Tool contains a number of possible situations that might occur in varying degrees of severity. For each situation, there is a narrative and ideas on how to resolve the issue, plus references to other Tools that support a manager in being effective.

**COST OF SHORT FORM KIT is \$149.00 plus GST**

A FULL-FORM DIVERSITY TOOLKIT IS ALSO AVAILABLE

Two online subscription versions are available -

**‘The Diversity and Inclusion Toolkit’** is for anybody who is interested in learning and practicing how to thrive in an increasingly diverse workforce.

**‘The Diversity Manager’s Toolkit’** is specifically for managers and leaders who are trying to leverage the benefits that diversity brings to the workforce.

When perusing either guide, the reader identifies an area in which he or she -- or his or her institution -- needs support or development. That topic area will point to specific Tools that fit with each scenario. These Tools may include exercises, surveys, questions, or resource materials.

You will recognize many of the tools and articles as making basic management “sense.” Although not a strict management tool per se, we have attempted to present diversity tools as well as standard management practices with the intention of applying them in a diverse environment.

**Note:** The many Tools in this Toolkit are not meant to be a prescription for all cultures, diversity programs, or managers. Given the tremendous diversity of the workforce and rapid changes within it, some readers will find some tools more useful than others.

This Toolkit is also not meant to release any existing policies and procedures your organization has. Its contents consist only of techniques you can use to work with yourself, your team, and your organization. It is also designed to troubleshoot management issues that aren't necessarily included in policies and procedures.

Because many issues dealing with human behavior are diversity issues, there are any number of options you could consider for a specific case. Not all of those options may be present in this Toolkit. An individual approach should always be considered, and this Toolkit presents a coherent starting point.

**The Diversity Manager's FULL-FORM Toolkit Includes:**

- 360 Feedback
- A Diversity of Personal Reactions to Change
- A Gender Tool for Understanding
- Active Listening and Open Ended Questions
- Addressing Unwelcome Behavior
- Advertising for Diversity
- Appreciating What Shapes Culture
- Appreciative Inquiry - Reinforcing What Works
- Brainstorming with a Diverse Group
- Brown Bag Lunches
- Conducting a One Hour Diversity Orientation
- Considering Cultural Patterns when Conducting Business
- Creating a Team Charter
- Current Recommended Diversity Teams
- Development Activities for a Diverse Workforce
- Eliciting Good Information from Others
- Employee Inclusion Questionnaire
- Establishing an Open Door Practice
- Focus Group Discussions
- Generating Dialogue
- Giving Feedback in a Diverse Workplace
- How Neutral is Your Application Process?
- Integrating New and Diverse Staff - A Teambuilding Approach
- Leading Across Styles - The Lakota Sioux Medicine Wheel
- Listening to Others - Self Assessment
- Managing a Multigenerational Workforce
- One Conflict Resolution Model
- Personal Conflict Styles
- Preparing for a Counseling or Coaching Session
- Providing Recognition and Motivation to Diverse Staff
- Religion in the Workplace
- Sexual Harassment Policy Overview
- Testing Your Interviewing Assumptions and Biases
- The Nature of Conflict

- Thriving in a Cross-Cultural Team
- Tips for Valuing Diversity
- Understanding Latino Values
- Working in the Global Community

**COST OF THE FULL-FORM ONLINE KIT (multiple users/ongoing usage)**

**\$3500.00 CDN**