

STUDY HALL SERIES

Self-led training modules...ready when you are!



Gateways to Inclusion

Turning Tense Moments into Productive Conversations

Do any of the following situations seem familiar?

You hear a comment that is disrespectful... Someone treats you in a way that appears to reflect a biased attitude... You say or do something involving diversity that offends someone, or that you regret.

Even though we recognize the value of a diverse workplace, the workplace, because it is diverse, can be a minefield of potential misunderstandings, hurt feelings, and even conflict. The good news is that it doesn't have to be that way. If handled properly, these uncomfortable moments can be transformed into productive conversations that serve as **GATEWAYS** to better working relationships, increased understanding, and reduced tension. This Study Hall lesson will help you and other members of your team to walk through those gateways and meet on the other side.

This Study Hall lesson will help you to:

- Use four skills to manage emotions that can arise in the face of diversity-related tension.
- Set productive goals for various gateway conversations.
- Communicate in a way that demonstrates respect and encourages further conversation.

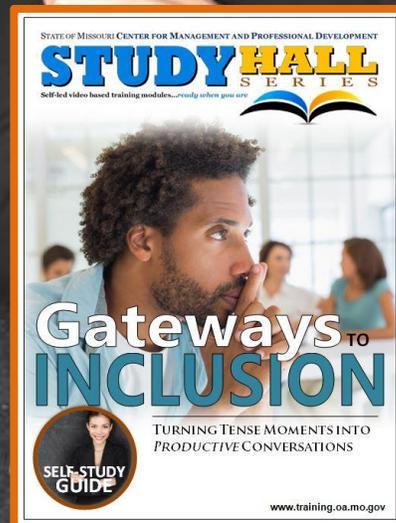
Competency: Integrity

More About The Study Hall Series:

Each Study Hall Series lesson is intended to be viewed by **one person at their desktop computer**. Each lesson will include a video you can watch online via your computer, and a study guide that can be printed out to help you put the information in the video to good use. The study guide will encourage you to think about how things are today—and what you might want to do differently tomorrow. Working at your own pace, each lesson takes about an hour to complete.

Learn more about The Study Hall Series and other Online Learning options at www.training.oa.mo.gov

This lesson also includes the **OPTION** to speak to a Center for Management and Professional Development consultant about the information you receive. A great way to receive some one-on-one feedback *if you want it*.



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