



## SYSTEMS LEADERSHIP: trust building

# BUILDING TRUST IN A DIVERSE ENVIRONMENT

The old way of thinking - that differences must be avoided - is a barrier that prevents organizations from being truly successful. Creating a trusting environment is key to capitalizing on the diverse talent in an organization. Building Trust in a Diverse Environment instructs managers on how to create a productive, synergistic, trust-filled atmosphere for employees. This class facilitates a better understanding of the relationship between trust and diversity and teaches participants to create a culture that respects individuality.

### Objectives:

By the end of this workshop, participants will be able to:

- **Recognize the need for inclusion in the workplace**
- **Implement steps to leverage a diverse customer service workforce in becoming a higher performing organization**

