MERCURY

Building a Respectful and Inclusive Workplace

20 – 24 September 2027
Lisbon (Portugal)

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Building a Respectful and Inclusive Workplace

Ref: 16248_1080059 **Date:** 20 – 24 September 2027 **Location:** Lisbon (Portugal) **Fees:** 5600 Euro

Introduction:

Creating a respectful and inclusive workplace is fundamental to fostering trust, productivity, and long-term success. The Building a Respectful and Inclusive Workplace training course helps professionals navigate the complex dynamics of communication, equity, and vulnerability in modern organizations.

Through practical insights and behavioral frameworks, participants will learn how to build environments where everyone feels heard and valued. The Building a Respectful and Inclusive Workplace program equips learners with strategies to manage the fear of retaliation, provide constructive feedback, and model respectful behavior.

The Building a Respectful and Inclusive Workplace course fosters the development of an inclusive mindset and promotes psychological safety within teams. By exploring the power of vulnerability and empathy, participants will learn to support diverse workforces. It is ideal for those seeking to lead with emotional intelligence and inclusivity.

Targeted Groups:

The Building a Respectful and Inclusive Workplace training targets professionals seeking specialized knowledge and skills:

- Team leaders aiming to promote trust and open communication.
- HR professionals designing inclusive policies and practices.
- Middle managers are responsible for staff engagement and conflict resolution.
- DEI officers creating safe and diverse workplace cultures.
- Frontline supervisors handling sensitive personnel issues.
- Project managers working with cross-functional and multicultural teams.
- Executives modeling inclusive leadership behaviors.
- Organizational development specialists improving workplace culture.
- Compliance officers mitigating risks linked to retaliation and bias.
- Employees who want to be allies in their workplace community.

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Course Objectives:

Participants will achieve the following objectives by completing the Building a Respectful and Inclusive Workplace course:

- Recognize and analyze situations where fear of retaliation may exist.
- Identify behaviors that discourage open feedback and expression of ideas.
- Apply techniques to deliver constructive feedback in professional settings.
- Evaluate their attitudes and biases related to inclusivity.
- Demonstrate behaviors that foster psychological safety and mutual respect.
- Develop practical approaches to support inclusivity at all organizational levels.
- Reflect on the role of vulnerability in leadership and collaboration.
- Communicate openly while maintaining professionalism and empathy.
- Create team environments that encourage feedback and diversity.
- Enhance decision-making by respectfully integrating diverse perspectives.
- Implement inclusive practices in team meetings, reviews, and policies.
- Respond effectively to disrespectful or exclusive behavior.
- Promote emotional safety in diverse and multicultural teams.

Targeted Competencies:

Participants will gain the following competencies during the Building a Respectful and Inclusive Workplace program:

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- Emotional intelligence in workplace interactions.
- Conflict resolution and feedback delivery.
- Active listening and empathetic communication.
- Inclusion strategies for diverse teams.
- Psychological safety cultivation in teams.
- Cultural awareness and respect for differences.
- Self-awareness of biases and assumptions.
- Leadership through vulnerability and openness.
- Trust-building through transparency and empathy.
- Promoting fairness in organizational communication.

Course Content:

Unit 1: Fear of Retaliation:

- Understand the roots and consequences of workplace retaliation.
- Identify subtle signs that fear of reprisals is affecting communication.
- Discuss organizational cultures that suppress feedback or openness.
- Explore the legal and ethical implications of retaliation.
- Learn to establish safe channels for providing feedback and addressing complaints.
- Establish trust through confidentiality and transparency.
- Examine real-life scenarios where retaliation hindered inclusion.
- Discuss how to empower employees to speak up without fear.
- Implement proactive measures to foster a culture of psychological safety.

Unit 2: Giving Constructive Feedback:

- Differentiate between feedback, criticism, and confrontation.
- Understand the emotional impact of feedback on team dynamics.
- Practice giving feedback using structured communication models to enhance your effectiveness and improve your performance.
- Learn to time and deliver feedback in respectful ways.
- Promote two-way dialogue and feedback loops.
- Address feedback resistance and defensiveness constructively.
- Apply cultural sensitivity when delivering feedback.
- Build feedback into regular check-ins and performance reviews to ensure ongoing improvement and growth.
- Encourage peer-to-peer feedback in inclusive settings.

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Unit 3: Inclusive Mindset:

- Define what it means to have an inclusive mindset.
- Explore the impact of unconscious bias in decision-making.
- Identify microaggressions and their effect on team morale.
- Develop inclusive language in meetings and written communication.
- Learn to recognize and celebrate different working styles.
- Incorporate accessibility and equity in workplace practices.
- Promote allyship and support for underrepresented groups.
- Practice inclusive behaviors in hiring, mentoring, and evaluations.
- Shift from “fitting in” to “belonging” in organizational culture.

Unit 4: Fostering Respect:

- Define mutual respect and its importance in workplace relationships.
- Establish clear boundaries for respectful interactions within teams.
- Encourage appreciation of diverse opinions and backgrounds.
- Address disrespectful behavior swiftly and professionally.
- Model respectful leadership and communication.
- Promote open forums for discussion and feedback.
- Establish ground rules for inclusive and respectful meetings.
- Reinforce positive behavior through recognition and accountability.
- Align respect with core organizational values and ethics.

Unit 5: Admitting Vulnerability:

- Understand how vulnerability strengthens team cohesion.
- Reflect on the link between vulnerability and authentic leadership.
- Explore personal narratives and their role in inclusive workplaces.
- Recognize that vulnerability is a strength, not a weakness.
- Encourage leaders to share experiences that build trust.
- Practice admitting mistakes to create opportunities for learning.
- Strike a balance between professionalism and openness, fostering emotional safety.
- Create a culture where seeking help is a normalized practice.
- Promote resilience through vulnerability and shared humanity.

Final Insights & Key Takeaways:

Creating a respectful and inclusive workplace begins with intentional, everyday actions. From addressing the fear of retaliation to leading with vulnerability, every component contributes to a culture of trust. This course empowers participants to build inclusive environments where all voices are valued and respected. Ultimately, inclusion and respect are essential to organizational excellence and team success.