



PROGRAM CUORE | Employee Support  
Continuous Training

Program I:

# Diversity and Inclusion Awareness



# Welcome to your Training

In connection with your Employment Contract, GI GROUP hereby sends its **Employee Training Program**.

This training is mandatory and corresponds to the initial training modality, which we consider to be an added value, both for your personal and professional development and for raising awareness of the guiding principles of this Module, considered to be of greatest relevance in ensuring professional excellence.

These courses are organized as distance learning and, in the self-training modality, an individual learning modality that allows the individual to learn at their own pace, using specific resources for this purpose, and which contributes to the increase of their personal and professional skills without the need for continuous monitoring by a tutor or trainer.

By accessing this Module, the Employee declares that he/she undertakes to:

1. Access the training material and dedicate the necessary time to develop your skills and complete this Module;
2. Do not transmit the training materials received to third parties, in any form.

If you need support, please contact: [formacao.colaborador@gigroup.com](mailto:formacao.colaborador@gigroup.com)

# Program Content

**Value Diversity**

**Differentiated View of the World**

**Overcome Behavioral Obstacles**

**Empathy and Communication**

**Diversity Advocate**

**Embrace Diversity**

*Training Debriefing – Lessons Learned*

# Value Diversity

**Although most people live their lives based on an idea of “predictability”, very little in life is truly predictable.**

To embrace diversity you must, first of all, be open to change.

## The vision

Accept and develop a different worldview

## The empathy

Be willing to let go of standards when thinking about different cultures.

## The communication

Be an Advocate for Diversity.

# Differentiated View of the World

**As you begin to gain self-awareness on this topic, exploring your core values and beliefs, you will learn that your own perspectives are relative, not universal truths.**

Having a different view of the world makes your experience more demanding.

1. Just as nothing is truly right or wrong, some behaviors can be unclear.
2. If you want to correctly interpret the behavior of others, start by avoiding judging people based on first impressions and stop judging people's behavior according to your own standards of reference.

# Overcome Behavioral Obstacles

**Learning more about why people act the way they do can help you avoid misunderstandings.**

A good plan for understanding the behavior of others is:

- Recognize that the behavior has meaning for the person;
- Ask yourself what the behavior might mean;
- Ask the person what the behavior really means.

# Empathy and Communication

**In addition to trying to develop a different view of the world and trying to understand behaviors that seem strange to you, a third step to valuing diversity is to set aside your standards when dealing with different people.**

Develop empathy and replace your judgments with curiosity. Empathy is the ability to identify with others and empathize with their situations. Some people are able to empathize naturally and easily. Others must learn how.

To learn empathy, practice using these three techniques:

- Suspend your judgment,
- Relativize your perspective,
- Communicate your understanding to the other person.

# Diversity Advocate

**Once you become confident in your ability to handle situations involving diversity, the final step to valuing diversity is to become a true Diversity Advocate.**

How a Diversity Advocate will be able to:

- Help colleagues feel more comfortable with diversity - Get to know the backgrounds of those around you and spread your knowledge about other people's backgrounds, beliefs, and cultures.
- Discuss cultural differences behind different behaviors - Find opportunities to develop understanding of people from other backgrounds and cultures. If you hear a derogatory comment about a colleague, take the time to explain that the colleague's behavior is not strange in that person's culture.



# Embrace Diversity

Embracing diversity may require changing your attitudes, beliefs and behaviors.

**To practice this goal daily, follow these four clues:**

- 1. Develop a different worldview. Avoid thinking of other people's behavior as all good or all bad.**
- 2. Suspend your judgment. Don't think of other people's behavior as strange just because it's new to you.**
- 3. Let go of your behavior patterns. Accept other people's behaviors without comparing them to your own preconceived notions of what is appropriate or predictable.**
- 4. Become an advocate for diversity.**

# We summarize the main results achieved through this training:

1. Know how to value the impact of Diversity and Inclusion on society, participating in an active and responsible way
2. Know how to identify strategies to value a different view of the world
3. Know how to relate empathy and communication as ways to overcome obstacles to understanding
4. Question universal perspectives and standards, revealing curiosity in understanding others

Now that you have completed this action, access the **knowledge assessment questionnaire** **HERE** (Mandatory step for completing this action).