

## Appreciating Differences

At HCC, we work with colleagues and serve customers who are diverse in many ways – age, gender, race, religion, national origin, sexual orientation, ability, experience, perspective and work style, to name a few. Recognizing and appreciating our differences will contribute to a positive work environment through improved communication, morale, productivity and customer satisfaction, and a decrease in conflict and stress.

### Learning Outcomes

- Define diversity, and distinguish it from EEO and Affirmative Action
- Recognize the impact of diversity on overall productivity of the organization
- Understand what it means to be “culturally competent,” and how to use that awareness to be more effective and productive
- Identify and implement the four steps of the F.A.I.R. Approach – Feedback, Assistance, Inclusion, Respect
- Record in your F.A.I.R. Action Plan the ways you are currently being F.A.I.R., and what you can do to further implement and support being F.A.I.R.

**Who Should Attend?** Required for all COPP enrollees.  
Recommended for all HCC administrative professionals, secretaries, office managers, and all frontline staff.  
Open to all full-time & part-time HCC employees.

**Length:** 2 hours

**Program:** College Office Professionals Program (COPP) – Required Course

**Sponsored By:** Employee Learning and Organizational Development (ELOD)

**Course Number:** WP5103

**Registration:** Register online via @ Your Service.  
To log in, type **myhcc** in your browser address bar  
> Click on Human Resources (under Administrative Resources)  
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