



Optum Diversity and Inclusion Support

Q4 2022



Table of Contents

<u>Overview</u>	3
<u>What's New?</u>	4
<u>Management Development</u>	5
<u>Preventing Bullying, Harassment and Discrimination for Managers</u>	5
<u>Diversity and Inclusion</u>	6
<u>Bias and What We Can Do About it</u>	6
<u>Fostering Inclusion in the Workplace</u>	7
<u>How to Create a Respectful Workplace</u>	8
<u>How to Support LGBTQI+ Employees in the Workplace</u>	9
<u>Preventing Bullying, Harassment and Discrimination for Employees</u>	10
<u>Raising Diversity in Your Home</u>	11
<u>Understand and Embrace Diversity</u>	12
<u>Additional Resources</u>	13

Optum™ has created a training catalog to outline the training support available around diversity and inclusion. These topics are an important step on the journey to demonstrate inclusive behaviors and learning to be compassionate and supportive of individuals different from ourselves.

How to Order a Training:

- You may submit your request by accessing the web based training order form through the Admin Toolbox/Training tab on your organization's LiveandWorkWell site (U.S. training requests) or LiveWell site (non-U.S. training requests) or by accessing the direct link at <https://optum-training-form.force.com/GlobalTrainingForm/s/>

Policies and Considerations:

- We ask that trainings are requested at least 10 business days in advance; however additional time may be required based on specifics of the request.
- Customers are not permitted to record Optum trainings when utilizing their own web platform. When utilizing the Optum web platform recordings may be available excluding Q&A sessions. Please request at the time of submitting the online form.

Questions or concerns? Please reach out to your Account Manager or the Customer Training Team.

Optum™ now has an additional topic that is detailed out below:

Bias and What We Can Do About It

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Unconscious bias training has been at the bedrock of Diversity and Inclusion programs for some years, but there is evidence that it may be less effective than we would like. That may be because it often leaves people shamed by their own thinking. In this training we approach things from a different perspective, acknowledging that we all hold tendencies to lean one way or another but when our behavior is mindless and creates an unequal world, that's when we need to act.

Participants will:

- Explore the human mental physiology and why we have bias hard wired into
- Learn what we can do about our own behavior to make the workplace fairer and more inclusive
- Establish how we can stand-alongside others who are not-like-us but deserve to be treated right

Preventing Bullying, Discrimination and Harassment for Managers

Targeted Audience: Managers

Delivery Time: 1-hour with Q&A

This session is designed to help managers understand and define the problem of workplace bullying in the workplace and how to provide sensible, best practice strategies of recognizing, managing and removing the risks of bullying.

Participants will:

- Understand what bullying is and is not
- Defining prejudice, discrimination, harassment, bullying and other similar concepts or associated behaviors
- Understand how prejudice, discrimination, bullying, and harassment impact the workplace
- Discuss an employers' duty of care as well as the manager's responsibility

Languages:

U.S. – English & Spanish Only

Non-U.S. – See list below

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hong Kong	English	Portugal	Portuguese
Australia	English	Hungary	English and Hungarian	Puerto Rico	English
Austria	German	India	English	Romania	English and Romanian
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia	Singapore	English
Brazil	Portuguese	Italy	English and Italian	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Africa	English
Canada	English and French	Luxembourg	Dutch, English, and French	Spain	Spanish
Chile	Spanish	Mexico	Spanish	Sweden	English
Colombia	Spanish	Netherlands	Dutch and English	Switzerland	English, French, and German
Costa Rica	Spanish	Norway	Norwegian	United Kingdom	English
Ecuador	Spanish	Panama	Spanish	United States	English and Spanish
Egypt	Arabic and English	Peru	Spanish	Venezuela	Spanish
Greece	English and Greek	Poland	Polish	Vietnam	English and Vietnamese

Bias and What we can do about it

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Unconscious bias training has been at the bedrock of Diversity and Inclusion programs for some years, but there is evidence that it may be less effective than we would like. That may be because it often leaves people shamed by their own thinking. In this training we approach things from a different perspective, acknowledging that we all hold tendencies to lean one way or another but when our behavior is mindless and creates an unequal world, that’s when we need to act.

Participants will:

- Explore the human mental physiology and why we have bias hard wired into us
- Learn what we can do about our own behavior to make the workplace fairer and more inclusive;
- Establish how we can stand-alongside others who are not-like-us but deserve to be treated right.

Please note that translated slides may not be available for all languages, as needed trainers will utilize the English slides while presenting in the local language.

Onsite training currently available in the following countries/languages:

Location	Language	Location	Language	Location	Language
Argentina	Spanish	Hong Kong	Cantonese	Puerto Rico	English
Australia	English	Hungary	English and Hungarian	Romania	English and Romanian
Austria	English and German	India	English	Russian Federation	Russian
Belgium	English and French	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Ireland	English	Singapore	English
Brazil	Portuguese	Italy	English and Italian	Slovakia	Slovak
Bulgaria	Bulgarian and English	Japan	English and Japanese	South Africa	English
Chile	Spanish	Kenya	English and Kiswahili	South Korea	Korean
China	Mandarin	Luxembourg	English and French	Spain	English and Spanish
Colombia	Spanish	Malaysia	English	Taiwan	Mandarin
Costa Rica	Spanish	Mexico	Spanish	Thailand	English and Thai
Dominican Republic	Spanish	Netherlands	English	United Arab Emirates	English
Ecuador	Spanish	Nicaragua	Spanish	Ukraine	Russian
El Salvador	Spanish	Panama	Spanish	United Kingdom	English
Egypt	English	Paraguay	Spanish	United States	English and Spanish
France	English and French	Peru	Spanish	Uruguay	Spanish
Germany	English and German	Philippines	English and Filipino	Venezuela	Spanish
Guatemala	Spanish	Poland	English and Polish		
Honduras	Spanish	Portugal	Portuguese		

Fostering Inclusion in the Workplace

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Inclusive work environments are productive environments! This seminar discusses how employees and managers can create an inclusive workplace. Participants will learn to identify activities, attitudes and assumptions that exclude co-workers. Then they'll explore ways to include others in ways that enrich the office as well as personal lives.

Participants will:

- Examine the factors influencing communication in different cultures
- Identify the values that emerge from those factors
- Apply practice scenarios to become familiar and comfortable with a different communication style
- Explore ideas to enhance the American experience for the entire family

Languages:

U.S. – English Only

Non-U.S. – Not Available

How to Create a Respectful Workplace

Targeted Audience: All employees

US Delivery Time: 2-hour with Q&A

International Delivery Time: 1-hour with Q&A

Integrity and respect in workplace interactions help cultivate a positive and successful environment that enhances the bottom line. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Participants will:

- Explore conflict negotiation strategies
- Foster a morale-enhancing atmosphere
- Identify, promote and practice healthy ways of interacting
- Examine inappropriate and/or abusive communication styles
- Apply respectful techniques to common workplace problems
- Identify advantages of respectful, positive workplace interaction

Languages:

U.S. – English & Spanish Only

Non-U.S. – See list below

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Indonesia	Bahasa Indonesia	Serbia	Serbian
Bolivia	Spanish	Italy	English and Italian	Singapore	English and Mandarin
Brazil	Portuguese	Japan	English and Japanese	South Africa	English
Bulgaria	Bulgarian and English	Kazakhstan	Russian	South Korea	Korean
Chile	Spanish	Kenya	English and Kiswahili	Spain	Spanish
Colombia	Spanish	Malaysia	Bahasa Malaysian and English	Sri Lanka	English
Costa Rica	Spanish	Mexico	Spanish	Switzerland	French, German, and Italian
Czech Republic	Czech and English	New Zealand	English	Taiwan	Mandarin
Dominican Republic	Spanish	Nicaragua	Spanish	Trinidad and Tobago	English
Ecuador	Spanish	Panama	Spanish	Ukraine	Russian
El Salvador	Spanish	Paraguay	Spanish	United Arab Emirates	English
Germany	English and German	Peru	Spanish	United Kingdom	English
Greece	English and Greek	Philippines	English	United States	English and Spanish
Guatemala	Spanish	Puerto Rico	English	Uruguay	Spanish
Honduras	Spanish	Romania	English and Romanian	Venezuela	Spanish
India	English	Russia	Russian	Vietnam	English and Vietnamese

How to Support LGBTQI+ Employees in the Workplace

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Among any group there will be a range of people with a range of sexualities and genders. This variation is often described using the image of a Rainbow to demonstrate that sexual orientation and gender identity can be more than one or other type. Our training program considers how to create a positive work environment where difference is understood and respected. It touches on the subject from a common humanity perspective, without dogma. The program is interactive and covers a wide range of topics in an hour.

Participants will:

- Learn the difference between sexual orientation, gender identity and gender expression
- Understand LGBTQI+ terminology
- Explore how different cultures approach this topic
- Practice how to start a conversation with someone in the LGBTQI+ community in a way that is respectful and use their preferred pronouns
- Learn how to be an ally in the workplace
- Know how to deal with issues of disrespect or safeguarding in the workplace

Languages:

U.S. – English & Spanish Only

Non-U.S. – See list below

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Greece	Greek	Philippines	English and Filipino
Australia	English	Guatemala	Spanish	Poland	English and Polish
Bolivia	Spanish	Honduras	Spanish	Portugal	Portuguese
Brazil	Portuguese	Hungary	English and Hungarian	Romania	English
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	Russia	Russian
Canada	English	Ireland	English	Serbia	English
Chile	Spanish	Italy	English and Italian	Singapore	English
China	Mandarin	Japan	Japanese	South Africa	English
Colombia	Spanish	Kenya	English and Kiswahili	Switzerland	English, French, German and Italian
Costa Rica	Spanish	Malaysia	English	Taiwan	Mandarin
Czech Republic	Czech and English	Mexico	Spanish	Thailand	English and Thai
Dominican Republic	Spanish	New Zealand	English	United Kingdom	English
Ecuador	Spanish	Nicaragua	Spanish	United States	English and Spanish
Egypt	Arabic and English	Pakistan	English and Urdu	Uruguay	Spanish
El Salvador	Spanish	Panama	Spanish	Venezuela	Spanish
France	French	Paraguay	Spanish		
Germany	English	Peru	Spanish		

Preventing Bullying, Discrimination and Harassment for Employees

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

This session is designed for employees, to help them understand what bullying, harassment, and discrimination is. Employees will explore the problems of workplace bullying and how they can provide sensible, best practice strategies of recognizing and removing the risks of bullying.

Participants will:

- Define “bullying”
- Understand prejudice, discrimination, harassment, bullying and other similar concepts and associated behaviors
- Identify employee and employer duty of care
- Learn informal, formal and legal options for employees in regard to resolution of issues
- Recognize the signs of bullying and harassment, why it occurs, and its impact

Languages:

U.S. – English & Spanish Only

Non-U.S. – See list below

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Hong Kong	English	Puerto Rico	English
Australia	English	Hungary	English and Hungarian	Romania	English and Romanian
Austria	German	India	English	Singapore	English
Belgium	Dutch, English, and French	Indonesia	Bahasa Indonesia	Slovakia	English and Slovakian
Brazil	Portuguese	Italy	English and Italian	South Africa	English
Bulgaria	Bulgarian and English	Kenya	English and Kiswahili	South Korea	Korean
Canada	English and French	Luxembourg	Dutch, English, and French	Spain	Spanish
Chile	Spanish	Mexico	Spanish	Sri Lanka	English
Colombia	Spanish	Netherlands	Dutch and English	Sweden	English
Costa Rica	Spanish	Norway	Norwegian	Switzerland	English French, and German
Ecuador	Spanish	Panama	Spanish	United Kingdom	English
Egypt	Arabic and English	Peru	Spanish	United States	English and Spanish
France	French	Poland	Polish	Venezuela	Spanish
Greece	English and Greek	Portugal	Portuguese	Vietnam	English and Vietnamese

Raising Diversity in Your Home

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

We all come in different looks, shapes, sizes, have different backgrounds, beliefs and abilities in which we come from: adoptive families, singles parent households, blended families, families with stay at home fathers, different religions and same sex households. The care and support family members offer to one another is essential to the developmental process and adequate functioning of children in today's society.

Participants will:

- Embrace Curiosity
- Talk about stereotypes and prejudice behavior
- Set a positive example
- Express unconditional love

Languages:

U.S. – English Only

Non-U.S. – Not Available

Understand and Embrace Diversity

Targeted Audience: All employees

Delivery Time: 1-hour with Q&A

Exploring the many facets of diversity, this program examines cultural differences, as well as differences in age, gender, marital status, and sexual orientation. This session also explores the benefits of diversity in the workforce as well as effective ways to achieve a safe and equal workplace.

Participants will:

- Explore diversity issues
- Determine the impact of prejudice
- Affirm business reasons for diversity
- Discuss effective communication on challenging topics
- Identify and recognize “big picture” issues and challenges
- Discuss how one’s culture influences workplace behaviors
- Identify skills for effective understanding and communication
- Examine the cultural styles and values of different groups and individuals within groups

Languages:

U.S. – English & Spanish Only

Non-U.S. – See list below

Country	Language	Country	Language	Country	Language
Argentina	Spanish	Guatemala	Spanish	Romania	English and Romanian
Australia	English	Hong Kong	English	Serbia	Serbian
Austria	German	Hungary	English and Hungarian	Singapore	English
Brazil	Portuguese	India	English	Slovakia	English and Slovakian
Bulgaria	Bulgarian and English	Indonesia	Bahasa Indonesia	South Africa	English
Canada	English and French	Italy	English and Italian	Spain	Spanish
Chile	Spanish	Japan	English and Japanese	Switzerland	English, French, and German
Colombia	Spanish	Kenya	English and Kiswahili	Taiwan	English and Mandarin
Costa Rica	Spanish	Mexico	Spanish	United Arab Emirates	English
Czech Republic	Czech	Norway	Norwegian	United Kingdom	English
Ecuador	Spanish	Panama	Spanish	United States	English and Spanish
Egypt	Arabic and English	Poland	Polish	Vietnam	English and Vietnamese
El Salvador	Spanish	Portugal	Portuguese		
Greece	English and Greek	Puerto Rico	English		



Emotional-support resources and information are also available via Optum Employee Assistance phone line. To access your country appropriate phone number, please login to either <https://livewell.optum.com> for Non-U.S. Countries or <https://www.liveandworkwell.com> if you're in the U.S. using your company access code.



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