

# Sensitivity Training

## Who Needs it?

Everyone. Who needs more empathy? Everyone. Who needs better interpersonal skills? Everyone. Everyone can learn to better emotional awareness, better empathy, and better social skills that are involved in sensitivity training. Imagine a workplace where everyone was in control of their emotions, thought of others first, and when there was a conflict, everyone knew how to turn it into a growth event.

This “imagined” workplace would be positive, successful and profitable.

In this day of globalization, there are many different religions, cultures, ages, and types of people that all work together. Our companies are not limited to our borders like years ago. This requires a higher level of sensitivity in the workplace. Because of these new cultures, awareness of the legal requirements for sensitivity may not be known to all, and education is required.

## Goals

What are the goals of sensitivity training? First and foremost, from the business standpoint, to maintain and stay within all federal and state regulations against harassment or discrimination. A work culture with negativity such as discrimination is an unprofitable work culture. It is widely known that a positive work culture is a more successful business.

From an individual standpoint, sensitivity training will provide better self-awareness and the effects that we have on others around us. It will also teach a better awareness of inter-social interactions and relationships. Greater empathy and insight for others are skills included in the focus of sensitivity training.

## Overcoming Stereotypes

Changing stereotypes within a company, that are engrained as ageism stereotypes are, is difficult. This work culture of embracing all aged employees must begin from the top of the organization, down. HR can assist with changing these ideas, with education of the employees to the real facts about older workers. Some examples would be:

- Older workers actually take fewer sick days than the younger counterparts.
- Older workers have been proven to be more eager to use new technology and equipment.
- Older workers have shown to be more likely to come up with new innovations than younger employees.

