

Sass, Anne and Hill, Tim

Diversity and inclusion training at Henkel AG & Co KgaA - Presentation 30 mins -

Organization	Henkel AG & Co KgaA
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Abstract

The Diversity & Inclusion concept of the Henkel AG & Co KgaA in Düsseldorf integrates quantitative and qualitative aspects of diversity. The main focus is on gender, age and nationality. The benefits of the quantitative approach include implementation of antidiscrimination law; access to a larger group of customers; increase and improvement of products and service; and the benefits of the qualitative approach comprise recruiting well-qualified people from the global labour market and retaining them; providing a diverse working environment that works; learning to work with a diverse mindset by training employees accordingly.

The integration of quantitative and qualitative aspects offers useful insights by

- providing top management with relevant statistical data gained from skills training (e.g. The International Profiler research)
- interpreting qualitative aspects of diversity training in terms of organisational benefits
- raising awareness to what extent diverse groups can counter-balance and thus compensate different skills

To implement this approach in training the Learning Management department of Henkel AG & Co KgaA offers two kinds of Diversity & Inclusion workshops:

- on level A (perception and knowledge) the workshop “Creating a winning team” to raise awareness for the topic.
- on level B and C (processing, applying and steering) workshops like “Building successful global teams” (York Associates) and “Communicating internationally” (Tim Hill, Anne Sass). The complete seminar concept contains four steps: define the individual Can Dos for the training, The International Profiler and debriefing, a one or two day f2f seminar and a feedback session.

Learning outcomes for participants

- getting to know the innovative Diversity & Inclusion training concept at Henkel
- learning about the four loop training cycle: generic Can Dos, The International Profiler, f2f-Seminar and Feedback-Session
- discussing “sustainable” Diversity & Inclusion training

Profile

Anne Sass is a Language and Communication Trainer and Systemic Coach. She teaches German as a Foreign Language (DaF) as well as intercultural communication to experts and executive staff. Furthermore, she is active both at home and abroad in teacher training and education. As German language, culture and literature lecturer at the Foreign Language and External Trade University in Guangzhou, China and as Trainer and Educator for Goethe Institute in Hanoi and Moscow, she gathered vast international experience. Since 1997 she has worked as a Communication Trainer. Her customers include amongst other, Henkel AG & Co KgaA, Goethe Institute, Max Hueber Verlag and Skylight.

Tim Hill, originally from the UK, is a trainer coach and consultant for communication, diversity and leadership issues for Henkel AG & Co. KGaA in Düsseldorf and both an associate member of faculty and a coach for the Center for Creative Leadership EMEA Brussels. He completed the Diploma in International Management at the University of Cambridge and is a Certified Master Coach with the Behavioral Coaching Institute. He is also licensed to use a large number of psychometric instruments, including The International Profiler, MBTI, FIRO-B and the California Psychological Inventory, and is particularly interested in the insights into global leadership and team development that these can bring.