



Creating an Inclusive Experience

A program for the restaurant industry.

In an industry where customer service and employee satisfaction are paramount to success, it is essential to provide restaurant employees, managers, and leaders the knowledge and tools necessary to create an inclusive environment for all.

Korn Ferry's Creating an Inclusive Experience offers a blended learning experience designed for individual contributors and leaders working in restaurants and managing them. Utilizing various modalities including micro-eLearning courses and podcasts, learners enrich themselves with the tools needed to create and sustain an inclusive atmosphere.

Learning Objectives

- Discover the breadth of diversity, the impact of inclusion on staff and guests and how you can help build a culture where diversity is appreciated.
- Recognize your attitudes toward differences and learn a skill for managing behaviors to engage others and be more inclusive.
- Identify the five levels of D&I awareness and how you can help others be inclusive based on their level of awareness.
- Explore the behaviors of a change agent and learn a method for giving feedback and handling conversations with those who aren't being inclusive.
- (For Managers) Be provided with additional information about key inclusion topics that you can talk about with your teams.

Sample screenshots



This primer for the restaurant industry includes:

Micro-eLearning courses for all employees.

- Foundations of D&I.
- Attitudes Towards Differences.
- D&I Awareness Levels and Their Impact.
- The Role of the Change Agent.

Video podcasts for managers and leaders.

- Inclusive Hiring Practices.
- Learning Loops and Engagement.
- Appreciating All Guests.
- Creating an Inclusive Culture.



Hosting

Client-based or Korn Ferry hosted LMS.

System requirements

A multi-media (containing audio, video, animation, activities), web-based, self-paced eLearning program which includes bookmarking. This course is compatible with all major Web browsers, PCs, MACs, and iOS or Android Tablets. The program meets the basic 508 compliancy requirement.

About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with organizations to design their organizational structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward, develop, and motivate their workforce. And, we help professionals navigate and advance their careers.