

Class: Diversity – Now What?

Instructional Time: 4 hours

This course features a customer service-based approach to diversity in the workplace. Topics include: the benefits of establishing metrics-based expectations for exceptional service; strategies to reduce perceptions of inequality through considerations of race, gender, age, LGBTQ+, mental and developmental disabilities, implicit bias, cultural misconceptions; how officer wellness affects service delivery and social capital; employee accountability in maintaining a positive work environment; and legal liability.

*San Diego County hires an external instructor to teach this class therefore additional material is not available for review as it is not property of the San Diego County Probation Department.

