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Leader/Manager Training



**Leader/Manager
Training**

**Whitepaper
Confidential Document**



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Leader/Manager Training

Program Overview

Business Case Summary

In order to remain competitive in the global marketplace, it is crucial for businesses to implement high performance practices that optimize the sharing of information and empower talent development pipelines. Equally challenging is attracting and retaining highly motivated and performance driven talent. This training is a valuable resource as it includes vital information on a key, sometimes-overlooked demographic in the workforce: the Hispanic Millennial and Gen Z talent.

Leader/Manager Training is a learning program that is designed to address the struggles with our biases and identify those biases that have shaped our current perspectives. We, as leaders, hope to learn about our biases, not denying them, but rising above them so we can work productively together. The objective of the program is developing leaders that recognize their individual biases and manage them in order to attract, develop, motivate and retain a multigenerational and multicultural workforce to include the Hispanic/Latino millennials and Gen Z.

Audience Profile

Leader/Manager Training is designed for team leaders and/or managers. Attendee groups can be intact or open enrollment.

Delivery Format

Leader/Manager Training is available in on-site, virtual video e-learning and blended learning formats. On-site training is conducted over two days, with each session lasting from 8:30 a.m. to 4:30 p.m. Virtual video format is delivered via live webinar kick-off and 12 live webinar sessions (45 -60 minutes). Live webinar labs ensure skills integration by engaging in real-time work challenges and relevant Q & A interaction between attendees and Dr. Sanchez. Blended learning format is a combination of on-site and virtual delivery. The **Leader/Manager Training** curriculum is composed of content delivery, group interaction, business-specific Q&A sessions, and best practices sharing.

Learning Objectives

Objectives for **Leader/Manager Training**:

- Evaluate personal biases and maximize understanding of self and others.
- Clarify business priorities and company culture.
- Create an environment of learning and idea sharing.
- Gain knowledge and expertise regarding the Hispanic/Latino workforce.
- Compare and contrast similarities and differences between Hispanic/Latino Millennials and non-Hispanic Gen Yers and Gen Zers.
- Collaborate with fellow leaders/managers to facilitate teamwork and cooperation with the Latino Millennials and Gen Zs.
- Increase levels of satisfaction among participants by improving communication skills with the Hispanic Millennials and Gen Z.
- Encourage leaders/managers to anticipate the challenges of a diverse 21st century multigenerational workplace.



Leader/Manager Training Design

Design Partnering Overview

Training programs can only succeed when the training topic is relevant to the business objectives. Our training programs are designed to be delivered in various settings. Prior to the training delivery, we will work with your in-house experts to customize a program that specifically meets your intended outcomes.

Mutual Trust & Respect

We are interested in collaborating with your Human Resources Leaders to promote and invest in a long lasting partnership based on mutual trust and respect. To ensure a successful training implementation, we seek to understand your business challenges, training objectives, and desired outcomes.

Client Needs

Understanding your talent and culture priorities is critical to the success of a training program implementation. We work diligently to meet your specific business needs, training expectations and outcomes.

Materials Overview

Once the delivery format has been selected, confirmed and scheduled, the training materials will be available to the client.



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Leader/Manager Training

Curriculum Content

Content Overview

The course curriculum focuses on bias self-awareness, learning, idea generation and action planning. Attendees will be offered a highly relevant and safe learning environment through course content and Q & A discussing current work challenges with the Hispanic workforce.

Organized module delivery is combined with participant group discussion regarding key business challenges.

Module 1

- Defining biases, understanding biases, and self-evaluation
- “Hispanization” of America
 - ✓ Hispanics are the fastest-growing minority group in the United States and account for 33% of the workforce. To recognize this key demographic and its customs, values, and expectations in the workplace are essential for any employer and those in leadership positions. Learn recent demographic data, cultural and workplace norms, and how your corporation can best employ this vital information to build a better workplace.
- Hispanic vs. Latino? Which is correct?
 - ✓ “Hispanic,” which refers to a culture, not a race, is a government-created term that refers to people with either personal or ancestral origins in 22 different nations, including nations in Latin America, Spain, and the Caribbean. Learn about cultural and generational differences between Hispanic people and their preferences for defining themselves.

Module 2

- Generations Defined vs. Hispanic Generations
 - ✓ 21st Century Five Generations: Veterans (1930-1942, 3% of current workforce); Baby Boomers (1943-1960, 26% of current workforce); Generation X (1961-1980, approximately 24% of current workforce); Generation Y (1981-2000, 47 % of current workforce, estimated 57% in 2020); Generation Z (2000 and later)
 - ✓ Learn crucial differences between the four generations within our current workforce, how they view and relate to each other, and how, as employers and leaders, you can build the most productive and inclusive work environment around the strengths each group brings to the workforce. Understand how U.S. generational differences apply and do not apply to Hispanic workers.



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Module 2 continued

- Latino generational values
 - ✓ For Latinos, family, faith, and respect for elders and parents are typically the strongest values. They take pride in holding a job and working hard and are more concerned with the task at hand and completing it to the highest quality than efficiency. Uncover the generational differences--as well as the common ground--that exist between Hispanics and the effect these values have on work practices.
- Hispanic Millennial and Gen Z values
 - ✓ Hispanic Millennials and Gen Z, as both members of Generation Y and Z and of the Hispanic community, often harbor strong personal and professional values that relate to both their upbringing and their generational differences. Learn more about how Hispanic Millennials and Gen Z apply their personal values to the workplace and the qualities they seek in employers.

Module 3

- Latino Millennial and Gen Z expectations of Employers
 - ✓ Latino Millennials and Gen Z, like their Generation Y and Z counterparts, are accustomed to strong bonds with their parents and, as part of the Latino culture, with their extended families as well. Accordingly, Latino Millennials and Gen Z may view their employers in more paternalistic terms and may view co-workers and managers as extended family. Learn the traits of prospective employers that Latino Millennials and Gen Z consider most essential and discover how to foster an environment of teamwork and trust with Hispanic Millennials and Gen Zs.

Module 4

- Recruitment strategies for Hispanic Millennials and Gen Zs
 - ✓ Discover optimal strategies for attracting and retaining Hispanic workers of differing generations and educational levels and how these methods can significantly reduce your company's hiring costs while creating a more inclusive and productive atmosphere.

Module 5

- Cultural considerations of Latino Millennials and Gen Zs
 - ✓ Develop a strong understanding of essential values within the Latino culture and among its Generation Y and Z ranks and how to effectively and considerately manage these considerations in key workplace situations, such as performance review.

Module 6

- Conflict strategies for the Hispanic Millennials and Gen Zs
 - ✓ Effectively handling workplace conflicts for Hispanic Millennials and Gen Z means paying careful consideration to both their generational and cultural values. Learn the ways to manage successfully such situations with respect to both categories.



Module 7

- Performance strategies for the Latino Millennials and Gen Zs
 - ✓ As members of Generation Y and Z, Latino Millennials and Z are often as connected to their technology as they are to their families and friends! Uncover ways to connect to this group and what is important to them and to utilize their strengths to foster a better and more productive work environment.

Module 8

- Reward and motivation techniques
 - ✓ Learn how to reward Hispanic employees for excellent performance and build the framework for future development by taking a personal approach that extends to their family lives and allows them to put into practice their personal values within the workplace. Discover, which benefits, and opportunities are of the greatest importance to Hispanic employees and how your company can grow from offering such incentives.

Module 9

- Overcoming communication barriers
 - ✓ Understand what motivates Hispanic workers and what they prioritize in their work and lives. Learn communication and training practices that align with the mores and habits of your Hispanic employees and that will motivate and empower – rather than alienate--them.

Module 10

- Strategies and action plan for inclusion and engagement
 - ✓ Providing a means to enhance the professional and personal development of Hispanic workers is highly beneficial to companies seeking to develop a more inclusive and engaging work environment. Learn how to build a better workplace by providing outlets for the educational and cultural development of your Hispanic employees.



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Leader/Manager Training

Delivery Formats

On-Site Format Leader/Manager Training on-site format is delivered over the course of two days from 8:30 a.m. to 4:30 p.m.

The curriculum is composed of content delivery, group interaction, business challenges, Q & A sessions, best practice sharing and action planning with a maximum of 24 participants.

Day 1: Modules 1- 5

Day 2: Modules 6-10

Virtual Video Format

Virtual video e-learning format is delivered in live scheduled sessions.

The sessions are scheduled over ten weeks, once a week, with each session lasting 45-60 minutes.

Live sessions ensure skills integration, engaging participation, and sharing business challenges as well as best practices.

The virtual video format has a maximum of 24 participants.

Blended Learning Format

A blended learning format is a combination of on-site and virtual video delivery. This can be accomplished based on the clients' schedules and learning objectives.



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Leader/Manager Training

Quality Assurance

Ensuring Quality

Sanchez & Associates is dedicated to learning and providing the most comprehensive program and services available.

Our driving force is the intense desire to perform at the highest standards.

We are committed to inclusion, which promotes learning, recognition of similarities and differences, personal growth and the contribution of others.

We measure the results of our program by evaluations and client results.

Monitor Evaluations

After each program, we review participant evaluations, debrief with clients, summarize results and identify future opportunities for effectiveness.

Feedback

We value all those we encounter and maintain a dedicated desire to build a strong professional bond of trust.

Our facilitators and consultants will remain in contact with a sampling of participants after program delivery for a 2-month period.

We will assess workplace challenges and best practices.

This feedback allows Sanchez & Associates to improve continually our program as well as our curriculum content.



Leader/Manager Training

Fees & Contracts

- Cost Estimates** Sanchez & Associates program and consulting fees are competitive with other diversity-consulting firms. We consider the scope of the project, geographic locations, number of profiles, and delivery complexity.
- Cancellation Policy** We recognize that at times our clients must cancel a contract for various reasons. If scheduled programs or services are canceled between 10-21 calendar days before the contracted start date, we require our clients to pay 10% of the contracted fee. Cancellation that occurs fewer than ten calendar days prior to start date is subject to a fee of 25% of the total contracted fee. Any airline or hotel reservations that cannot be canceled or transferred will also be billed to the client organization regardless of the cancellation time.
- Owner Rights** Sanchez & Associates has the sole property of all materials, principles, concepts, processes, skills and tools provided in our delivered programs. It is also agreed that our client may share our program and services content with members of their organization, but may not teach, produce, repackage, distribute or sell the delivered content to any person or entity inside or outside the organization without prior authorization from Sanchez & Associates, LLC.
- Delivery Assurance** Sanchez & Associates, LLC agrees to fulfill all aspects of the final agreed upon contract. All programs, services, session, consulting services and materials will be delivered timely and in accordance with specified details of the contract. Sanchez & Associates can adjust the program and services to meet the client's needs.
- Contract Protocols** We require our clients to supply us with an official purchase order number and invoicing information for our contract to be valid. If insurance is required to qualify as a certified vendor, we request that the insurance criteria be delivered to us as soon as possible to comply.
- Payments** We will invoice for all our services rendered. We require payment for our services via bank wire within thirty (30) days of our invoice date. Payments received past thirty (30) days will accrue a monthly interest charge of 10% of the total bill until payment is received in full.



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About Sanchez & Associates, LLC

Company Statement

Sanchez & Associates, LLC is based in Hurst, Texas. Our firm is composed of a group of professionals who hold academic degrees in business management, organizational management, marketing and human resources. In addition, our team possesses real-life experience in diversity consulting in various fields.

Relevant Experience

Sanchez & Associates is led by Dr. Sanchez, SPHR, SHRM-SCP. She has over 35 years of experience leading diversity challenges at companies including Boeing, Delta Airlines, and American Airlines. Furthermore, she is a national speaker at conferences and business forums advocating for Hispanic/Latino talent.

Dr. Sanchez has been named by *Hispanic Business Magazine* as one of the "Top 50 Hispanic Women in Business," "Top 80 Elite Hispanic Women," and "Top 100 Latinas in America." She was highlighted in a Hispanic Journal Magazine article recognizing her accomplishments in Human Resources and Diversity at American Airlines during and post 9/11.

Client Referral List

- City of Fort Worth, Texas
- Texas Christian University (TCU)
- EPSA USA Projects, Corp.
- Medica Health Management
- Umauma Experience
- YSoft
- Mothers Against Drunk Driving (MADD)
- NUCO Utilities
- Christian Cable Inc.
- RushCo Energy Specialists Inc.
- Fort Worth Business Assistance Center
- Ridecentric
- Tarrant County Community College (TCCD)
- American Leather Inc.
- Canales Furniture
- Chef Point Restaurant and Catering
- CCE, Inc.
- University of North Texas, Health Sciences (UNT)
- North Texas Community Health Centers (NTCHC)
- Texas Centers for Infection Disease Associates (TCIDA)
- 5 Star Ford
- Cognate Bioservices
- Culligan
- In Defense of Animals
- Metro Animals Depot
- Spine Texas, LLC
- Ventex, Inc.
- Walker Engineering, Inc.



Referral contacts from these companies are available upon request.

Contact Information

For more information, please contact Dr. Di Ann Sanchez, SPHR, SHRM-SCP
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