



# Workforce Issuance

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☐ Policy ☒ Information

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**To:** MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** December 20, 2024

**Subject:** **2025 MassHire Cultural Competency Workshop Series**

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**Purpose:** To inform MassHire Workforce Boards, MassHire Career Center Operators and MassHire staff of the 2025 MassHire Cultural Competency Workshop Series, and to invite you to participate in five workshop sessions February through June toward building a more inclusive workforce system.

**Background:** MassHire aims to cultivate a vibrant and inclusive workplace environment within MassHire that not only embraces diversity but also actively champions equity and inclusivity across all facets of the MassHire staff and customers, including job seekers and businesses.

MassHire Department of Career Services will host a series of 5 virtual workshop sessions between February and June. The workshops described below are intended to be completed sequentially. Each session will build on the previous

one, collectively contributing to a comprehensive cultural competency framework.

To accommodate varying schedules, the workshop series will be offered during three separate cohorts. The cohorts are labeled A, B, and C. Each cohort will follow the same curriculum, ensuring consistent content delivery across all five sessions. Participation in the workshop series is encouraged, but not required.

**Workshop Session Cohort Schedule:**

<b>Workshop Session</b>	<b>Cohort A (Tuesdays)</b>	<b>Cohort B (Wednesdays)</b>	<b>Cohort C (Thursdays)</b>
<b>1: Unconscious Bias – The Reframe</b>	February 18 10:00am-11:30am	February 19 2:30pm-4:00pm	February 20 10:00am-11:30am
<b>2: Psychosocial Safety</b>	March 25 10:00am-11:30am	March 26 2:30pm-4:00pm	March 27 10:00am-11:30am
<b>3. Navigating Difficult Conversations</b>	April 15 10:00am-11:30am	April 16 2:30pm-4:00pm	April 17 10:00am-11:30am
<b>4. Inclusive Communication</b>	May 27 10:00am-11:30am	May 28 2:30pm-4:00pm	May 29 10:00am-11:30am
<b>5. Allyship in Action</b>	June 24 10:00am-11:30	June 25 2:30-4:00	June 26 10:00am-11:30

**MassHire Cultural Competency Workshop Series Session Descriptions:**

**Session 1: Unconscious Bias – The Reframe**

A deep dive into the behavioral psychology of decision making, detailing how the brain makes assumptions and how that can result in poor decision-making. We teach learners how to slow down their thinking and reframe the narrative to ensure decisions are strategic and based on rational analysis, to learn and interact with and respect various cultures.

**Session 2: Psychosocial Safety**

Lack of psychological safety means employees are fearful of judgment & retribution, and wary of admitting mistakes. In psychologically safe environments, teams easily and naturally collaborate and innovate, and employees feel more engaged. This workshop teaches the components necessary for psychological safety and a roadmap for how to create psychological safety.

### **Session 3: Navigating Difficult Conversations**

Managing conflict and having candid conversations is often layered with fear and awkwardness. With a foundation of psychological safety now in place from session 2 so they have the freedom to practice and make mistakes, learners are taught the communication skills to honor all perspectives in a conflict situation. By anticipating reactions in the moment and preparing for the resistance, learners are prepared to successfully manage the inevitable conflict that occurs between colleagues and on teams.

### **Session 4: Inclusive Communication**

Inclusive language is language that reflects reality, language that does not demean, and language that respects others. Culturally inclusive communication allows us to use one element of the workplace environment, communication, to create a culture of inclusion. This means that we are using communication- a way of exchanging information- in a way that allows everyone, no matter of their background, to feel they belong. Using inclusive communication will teach learners how to respect and interact with various cultures. This workshop provides instruction on how to use inclusive language to communicate inclusively.

### **Session 5: Allyship in Action: Integration of DEI into Daily Work Life**

This session ties everything that has been learned thus far, together- empowering learners to understand the responsibilities and opportunities inherent in their roles. Focusing on the value of all that has been taught in the previous four sessions, learners will create a plan to continue their skillset practice and how they can leverage their full self to show what is possible to others. This workshop will go over all the key takeaways and catapult learners to apply them to their daily lives.

### **Accountability Partners:**

Participants will have an opportunity to meet with their cohort peers to reflect on workshop learnings through self-scheduled sessions called Accountability Partners. Accountability Partners will meet in between scheduled workshop sessions to integrate new skills gained. These more flexible sessions are a great way to foster community and keep the learning momentum going as you engage with colleagues across the state, in differing roles, and positions.

### **Time Commitments:**

<b>Activity</b>	<b>Time</b>
Pre-survey (one time before the launch of the workshop series)	5-10 mins
Pre-work/Intersession assignments (done before each session)	10-15 mins

Workshop Session (one per month)	90 mins
Post-Survey (at the end of the workshop series)	5-10 mins
Accountability Partners (schedule TBD by cohort members)	30-60 mins

### **Cohort Registration:**

Please use the link below to register for your preferred cohort.

Note: Each cohort has a limited capacity of 40 slots. Cohort registrations will be considered on a first serve basis.

To ensure consistency, cohort members will not be able to switch to a different cohort or alternate days once a cohort has been selected.

Click on the link below to register for Cohort A, B, or C.

[REGISTRATION LINK](#)

Registration for the workshop series closes on Friday, January 31, 2025

#### **Action**

**Required:** Please share this information with MassHire staff and colleagues.

**Effective:** Immediately

**Attachments:** A: Cultural Competency Workshop Series Training Components  
B: Cultural Competency Flyer

**Inquiries:** Please contact [sacha.stadhard@mass.gov](mailto:sacha.stadhard@mass.gov) or [dennis.johnson@mass.gov](mailto:dennis.johnson@mass.gov) with any questions.