

DIVERSITY MANAGEMENT

US 252043 / NQF Level 5 / 6 Credits

This workshop is directed towards managers, supervisors, and staff, including contract workers operating in an environment of diversity.

Aims

This course is designed for those who wish to better understand their colleagues and those who would like to actively participate in work life with confidence.

Objectives

- Defining diversity including difference in backgrounds, culture, beliefs, values, race, age, sex, language and education.
- Diversity as a potential source of discrimination.
- The implications of diversity for external and internal relationships.
- Cultural biases, stereotypes and perceptions.
- The benefits of diversity in team members.
- Ways of utilising the diversity among team members.
- Ways of meeting the needs of diverse clients.
- Diversity in beliefs, values, interests and attitudes.
- Common beliefs, values, interests and attitudes that will serve a basis for leading a team.
- Sensitivity towards and understanding of diversity.
- Acknowledging and managing conflict and disagreements in a way that enhances relationships.

Outcomes

- Delegates who complete this workshop will:
 - Have an awareness of what it means to understand their own diversity as well as that of others
 - Know how to better manage diversity issues in the workplace and their individual lives
 - Know how to use diversity as a strength
 - Understand workplace etiquette and ways of doing things
 - Be able to work with many different types of people
- Managers will view managing diversity as something they want to and not have to manage, in order to allow the business to:
 - See and take advantage of more opportunities,
 - Minimise customer complaints and internal conflict
 - Retain and attract talent

Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

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<p style="text-align: center;">Module 1</p> <p style="text-align: center;">Demonstrate knowledge and understanding of diversity in the workplace</p>	<p style="text-align: center;">Module 2</p> <p style="text-align: center;">Demonstrate understanding of the reality of diversity and its value in a unit</p>
<ul style="list-style-type: none"> • Define diversity in terms of differences within a unit, including difference in backgrounds, culture, beliefs, values, race, age, sex, language and education • Explore diversity as a potential source of discrimination • Examine the implications of diversity for external and internal relationships and explain it with examples • Identify cultural biases, stereotypes and perceptions together with the influence they can have on dealing with diversity 	<ul style="list-style-type: none"> • Diversity in team members and clients • Ways of utilising the diversity among team members with a view to enhancing relationships and improving the productivity of a unit • Explore ways of meeting the diverse needs and goals of team members in a unit in relation to the goals and objectives of a unit • Explore ways of meeting the needs of diverse clients and communities through a range of products and services to identify new opportunities

<p style="text-align: center;">Module 3</p> <p style="text-align: center;">Manage team members taking into account similarities and differences</p>	<p style="text-align: center;">Module 4</p> <p style="text-align: center;">Deal with disagreements and conflicts arising from diversity in a unit</p>
<ul style="list-style-type: none"> • Identify diversity in beliefs, values, interests and attitudes through interaction within a unit • Recognise common beliefs, values, interests and attitudes that will serve a basis for leading the team through interaction within a unit • Encourage the expression of diverse viewpoints and ways of being in a unit through management activities • Demonstrate sensitivity towards and understanding of diversity through management activities 	<ul style="list-style-type: none"> • Acknowledge and manage incidents of conflict and disagreement in a way that enhances relationships in a unit • Identify cases of unfair discrimination and discriminatory practices and manage it at the appropriate level of authority in the entity • Use disagreements and conflict as opportunities for learning to improve the cohesion in a unit.