

DIVERSITY MANAGEMENT

US 252043 / NQF Level 5 / 6 Credits

Creating a workplace where everyone feels valued and respected

Workplaces today are more diverse than ever, bringing together people from different backgrounds, cultures, values and experiences. When diversity is embraced and managed effectively, it strengthens teams, fuels innovation, and enhances problem-solving. However, if left unmanaged, it can lead to misunderstandings, conflict and disengagement.

This course provides managers, supervisors, and team members with the tools to understand, appreciate, and leverage diversity in the workplace. By recognising and addressing biases, fostering inclusion, and creating an environment of respect, we can transform diversity into a competitive advantage that benefits both individuals and the organisation.

WHO SHOULD ATTEND

- Managers, supervisors and team leaders responsible for diverse teams
- HR professionals and diversity officers
- Employees who work in multicultural or diverse environments
- Anyone seeking to create a more inclusive and collaborative workplace

HOW YOU WILL BENEFIT

- Gain a deeper understanding of diversity and its impact on workplace dynamics
- Learn to identify and challenge stereotypes, biases and discrimination
- Develop strategies to foster inclusivity and improve team collaboration
- Manage conflict arising from diversity in a way that strengthens relationships
- Leverage diversity as a strength to enhance creativity, problem-solving, and decision-making

Two-day course 08:30 - 16:00

Tel: (031) 267 1229

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WHAT WILL BE COVERED

Understanding diversity in the workplace

- Defining diversity in terms of backgrounds, cultures, beliefs, values and experiences
- Recognising the different layers of diversity, including personality, socio-economic factors, and education
- Understanding how diversity affects workplace relationships and team dynamics

The reality of diversity: benefits and challenges

- Exploring diversity as a potential source of discrimination
- Examining cultural biases, stereotypes, and their impact on interactions
- Identifying the benefits of diversity for team cohesion, innovation, and customer engagement
- Strategies to utilise diversity to strengthen relationships and improve productivity

Managing diverse teams effectively

- Encouraging inclusivity and fostering open communication
- Aligning team diversity with organisational goals
- Recognising common beliefs and values as a basis for team leadership
- Encouraging inclusivity in teams

Addressing disagreements and conflict in a diverse workforce

- Managing workplace tensions arising from differences in perspectives and backgrounds
- Promoting sensitivity and understanding through management practices
- Handling incidents of unfair discrimination and ensuring compliance with company policies
- Using disagreements as opportunities for team learning and growth

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