INCLUSIVE MINDSET

Building an Inclusive and High-Performing Workplace

Non-Credit Bearing

Shift perspectives, strengthen teams, and create a workplace where everyone thrives

Workplaces thrive when every individual feels valued, respected, and included. Yet, despite our best intentions, unconscious bias influences how we perceive, interact, and make decisions - often without realising it. These biases can lead to miscommunication, misunderstanding, and missed opportunities for collaboration.

This course helps you recognise and manage bias, equipping you with practical tools to create a more inclusive, respectful, and high-performing workplace.

This interactive and practical course explores how bias and inclusivity intersect, equipping you with the skills to identify and challenge bias, communicate effectively in diverse settings, and create a culture of inclusion. By developing awareness, improving communication, and reducing assumptions, you will build stronger relationships, make better decisions, and contribute to a culture where every voice is valued, and every individual thrives.

WHO SHOULD ATTEND

- Anyone looking to improve workplace collaboration and inclusivity
- Professionals in leadership, HR, or customer-facing roles
- Teams aiming to strengthen communication and cultural awareness

HOW YOU WILL BENEFIT

- Recognise and manage unconscious bias to improve workplace interactions
- Enhance communication skills for handling sensitive conversations professionally
- Minimise misunderstandings and conflict by fostering respect and awareness
- Improve decision-making and collaboration by reducing bias-driven assumptions
- Develop a more inclusive and respectful workplace where everyone feels valued

one-day course 08:30 -16:00
Tel: (031) 267 1229
sales@kznbtc.co.za / www.kznbusinesstraining.co.za

WHAT WILL BE COVERED

The foundations of inclusivity

- The importance of diversity and inclusion in the workplace
- What an inclusive organisation looks like, and how it drives success
- The fundamentals of cultural competency and why it matters

Understanding bias and its impact

- Unconscious bias: how it shapes workplace interactions
- The link between bias, stereotyping, prejudice, and discrimination
- Common types of bias that influence decisions, attitude and collaboration

Enhancing sensitivity and awareness

- The role of verbal and non-verbal communication in fostering (or hindering) inclusivity
- Exploring microaggressions - their impact and how to address them
- Identify appropriate vs. inappropriate workplace behaviours

Practical skills for inclusion and respect

- Strategies for fostering a cohesive workplace using positive communication methods
- Practise productive conversations - creating a safe space for open dialogue instead of conflict
- Continuous improvement - ongoing self-awareness and bias recognition techniques
- Value diversity in perspectives, backgrounds and experiences

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