

Diversity

Introduction

Diversity within the workplace is one of the competitive advantages that successful organisations seek nowadays and at no time in our history has the workplace been so diverse. Managing that diversity can often be difficult for those in charge. This programme is designed to give participants a solid understanding of what diversity is, how they can benefit from it, the role of supervisors, managers and leaders and how they can manage it within their company.

Diversity is more than just "inclusion"; a commitment to work place diversity means that businesses create satisfactory, safe and meaningful environments in which people thrive. Essentially, successful companies harness workplace diversity and allow their business to attract and retain quality staff. This translates into willingness by employees to expend greater effort and apply greater creativity in their jobs.

The course incorporates the following:

- Diversity and its definition
- The business reasons for Diversity including risk mitigation
- Exploring concepts of stereotyping, prejudice and diversity
- Cultural awareness and understanding how cultures differ globally
- Culture and how it impacts the business environment
- How to work better multi-culturally
- How to manage a culturally diverse team
- All of the above in relation to legislation implications

In this active and involving course we will use a mixture of discussion, case studies, role play and tutor input to explore the topics and prepare to implement best practice back in the workplace.

Objectives

By the end of this course participants will be able to:

- Explain what diversity is and is not
- Explain why diversity counts in organisations - the business reasons
- Identify how aware they are of diversity and where they can improve
- Recognise stereotypes & and prejudices & explain appropriate word choices
- Explain how cultures differ globally
- Explain how culture impacts the business environment
- Plan to work better multi-culturally
- Plan to manage a culturally diverse team
- Describe the legislation implications of implementing diversity and risks of not doing so
- Identify the pitfalls related to diversity and how to avoid them
- Adopt a management style that encourages diversity
- Define the key managerial competencies that will enable them to manage a diverse workforce
- Identify sources of support that will help them to manage diversity effectively
- Recognise that diversity applies to all - no one is excluded

Content

A sample of what is covered includes:

Getting started

- Diversity icebreaker
- Managing expectations & agenda
- Workshop objectives & overview
- Understanding diversity.
- Related terms and concepts
- Why diversity?
- A brief history & legalities
- Getting it right within the law - and the risks if getting it wrong
- Managing risks
- Exploring current understanding & beliefs

Diversity - the business case

Understanding stereotypes and prejudice

- Stereotypes vs. biases
- Equity challenges
- Breaking barriers & changing your personal approach

Communication & cultural diversity

- How cultures differ globally
- How culture impacts the business environment
- Planning to work better multi-culturally
- Planning to manage a culturally diverse team

Being proactive towards diversity

- Being proactive & encouraging diversity in the workplace
- Preventing discrimination
- Ways to discourage discrimination
- Dealing with diversity complaints as a person
- The pitfalls related to diversity and how to avoid them

Inclusion & diversity for supervisors & managers

- Leading diverse teams
- Inclusive recruiting & selection
- Leveraging diversity for engagement and innovation
- Management styles that encourages diversity
- The key managerial competencies
- Sources of support

Inclusion & diversity for employees

- Performing successfully in diverse workplace
- Class, ethnicity, gender and learning

Bridging cultures

