

Diversity in the Workplace

Based on SAQA's Unit Standard 252043, Level 5, 6 Credits | 4 OPSCPD Points

Introduction

In an increasingly global economy, multicultural workforce and expanded customer base, organisations recognise that understanding and valuing diversity may be the key to innovation and profit. This course is highly interactive using videos, case studies and role-play and gives delegates the skills and confidence to get better results when relating to various cultures within an organisation. Cultural, racial, ethnic and lifestyle differences will be discussed and you will discover how unique perspectives can make for better teams.

Course Objectives

- Understand diversity in the workplace
- Explore diversity as a potential source of discrimination
- Explain the implications of diversity for relationships
- Deal with diversity issues successfully
- Explore ways of utilising diversity
- Manage diverse teams

Course Outline

Understand Diversity in the Workplace

- The many layers of diversity – personality, physical differences, socio-economic environment and history
- Explore diversity as a potential source of discrimination – religious discrimination, age discrimination, gender discrimination, HIV/Aids discrimination, sexual orientation discrimination, language discrimination, xenophobia, obesity and size discrimination, disability discrimination, stereotype discrimination
- Dealing with diversity issues fairly and without discriminations
- Managing cultural biases, stereotypes and perceptions

Manage Diverse Team Members

- Communicating and leading by example to manage diversity
- Recruiting a diverse team that produces results
- Encourage diversity interaction
- Diversity training: Do's and Don'ts
- Accommodating disabled employees

Deal with Diversity Disagreements and Conflicts

- Types of conflict in the workplace: managers vs. employees, healthy vs. unhealthy conflict
- Conflict management techniques and preventing escalation of conflict
- Dealing with diversity disagreements and conflict
- Manage unfair discrimination and discriminatory practices
- Use disagreements and conflict as opportunities for learning