



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical short programme is Unit Standard aligned and aimed at individuals wishing to understand and manage diversity in the workplace, for improved relationships and innovation.

The course is highly interactive and delegates will use video, case studies and role-plays to practise skills and techniques. It covers the many layers of diversity, the value of diversity to a team, diversity as a source of discrimination, dealing with discrimination and conflict in diverse environments and managing cultural bias, stereotypes and perceptions.

Target Audience

The short programme is suitable for individuals in any industry or organisational structure that need to manage and work within diverse teams.

The programme is aimed at heads of department, section heads and divisional heads as well as managers or individuals working as part of a team or project team.

Entry Requirements

- Competency in Communication at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.
- Competency in Computer Literacy at NQF Level 4.

Additional Requirements

- The ability to apply the learning in respect of own area of responsibility.
- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual, facilitator-led sessions, if applicable.

Management & Leadership

Diversity in the Workplace

SERVICES SETA Statement of Results

SAQA US ID: 252043

NQF Level: 5

Credits: 6

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Manage a Diverse Work Force to Add Value, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE) .

Learning Outcomes

By the end of the short programme, you will be able to:

- Demonstrate knowledge and understanding of diversity in the workplace.
- Demonstrate understanding of the reality of diversity and its value.
- Explore diversity as a potential source of discrimination.
- Explain the implications of diversity for relationships.
- Manage team members considering similarities and differences.
- Deal successfully with disagreements and conflicts arising from diversity.





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Course Content

Manage a Diverse Work Force to Add Value

Accreditation Body: SERVICES SETA

SAQA US: 252043 | Learning Programme ID: NA
NQF Level: 5 | Credits : 6

Module 1: 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 – religion, age, gender, HIV/Aids, sexual orientation, language, nationality, obesity, disability, xenophobia and stereotyping
- Deal with diversity issues fairly and without discrimination
- Manage cultural biases, stereotypes and perceptions

Module 2: Manage Diverse Team Members

- Communicate and lead by example to manage diversity
- Recruit a diverse team that produces results
- Encourage diverse interactions
- Diversity Training – Do's and Don'ts
- Accommodate employees with disabilities

Module 3: Deal with Diversity Disagreements and Conflicts

- Types of conflict in the workplace
- Conflict Management techniques
- Prevent conflict escalating
- Deal with diversity disagreements and conflict
- Manage unfair discrimination and discriminatory practices
- Use disagreements and conflict as opportunities for learning

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