



Workplace Diversity

Overview

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This course will help learners understand what diversity is all about, and how they can help create a more diverse world at work and at home.

Who this course is for

This course is intended for any organisation is growing its business beyond national borders, staff is working with colleagues in other countries or involved in multinational projects and programmes.

This course will help learners explore the issues surrounding diversity in the workplace, how to accept differences among fellow employees, the benefits that a diverse workforce can bring to any organisation and how to create a positive work environment by helping them recognise and be tolerant of differences among co-workers.

Course outline

- Topic 1: Understanding Diversity
- Topic 2: Understanding Stereotypes
- Topic 3: Breaking Down the Barriers
- Topic 4: Verbal Communication Skills
- Topic 5: Non-Verbal Communication Skills
- Topic 6: Being Proactive
- Topic 7: Coping with Discrimination
- Topic 8: Dealing with Diversity Complaints as a Person
- Topic 9: Dealing with Diversity Complaints as a Manager
- Topic 10: Dealing with Diversity Complaints as an Organisation

"There is nowhere you can go and only be with people who are like you. Give it up." Bernice Johnson Reagon

By the end of this course, learners should be able to:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for their own perspectives
- List strategies for removing barriers to encouraging diversity for themselves, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Understand the importance of body language, both their own, and that of others, and recognise its importance in interpersonal communications
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyse the situation, and take appropriate resolution action
- Identify the process an organisation must follow to receive and respond to a complaint, and then creating mechanisms to prevent or reduce repeat situations

✓ Course Level	Short Course
✓ Course Hours	8 hours
✓ Course Standard Price	£85

Applies towards the following certificate(s) and award(s)

- Effective Managerial Skills Diploma
- HR Management Skills Diploma
- Professional Certificate in Middle Management
- Professional Secretariat Skills Diploma

