

WORKPLACE DIVERSITY TRAINING



COURSE LENGTH: 1.0 DAYS

Diversity in the workplace is not just about cultural differences but also includes a wide range of factors. The Workplace Diversity Training Course provides you with the skills to successfully manage diversity and turn the varied perspectives and ideas into positive interactions and better performances in the workplace.

The Workplace Diversity Training Course covers the following topics: what is diversity, how stereotypes & biases develop, strategies to remove barriers to diversity in the workplace; effective listening and questioning techniques; ways to encourage diversity and discourage discrimination in the workplace, dealing with diversity-related complaints, non-verbal communications, legal requirements and more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

WORKPLACE DIVERSITY TRAINING COURSE OUTLINE

FOREWORD

As the world gets smaller, the workforce becomes more mobile and outsourcing becomes more common. The need to understand diversity and to be able to include cultural diversity as part of the work-place culture is becoming increasingly important.

OUTCOMES

- ▶ Learn about stereotypes & biases, how they develop, and gain insights into one's own perspectives
 - ▶ Gain effective strategies for removing barriers to diversity in the workplace
 - ▶ Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
 - ▶ Learn the importance of non-verbal communication, both one's own and that of others
 - ▶ Master ways of encouraging diversity in the workplace while discouraging and preventing discrimination
 - ▶ Learn how to respond to personal complaints & develop a support system to manage this resolution process in your organisation
 - ▶ Gain a professional approach to record, analyse and resolve situations involving diversity
 - ▶ Learn how to create a mechanism of prevention to reduce negative or discriminating situations and to keep them from repeating
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MODULES

Lesson 1: Understanding Diversity

- ▶ What is Diversity?
- ▶ Related Terms and Concepts
- ▶ A Brief History
- ▶ A Legal Overview

Lesson 2: Understanding Stereotypes

- ▶ Stereotypes vs. Biases
- ▶ Identifying Your Baggage
- ▶ Understanding what this Means

Lesson 3: Breaking Down the Barriers

- ▶ Changing your Personal Approach
- ▶ Encouraging Workplace Changes
- ▶ Encouraging Social Changes

Lesson 4: Verbal Communication Skills

- ▶ Listening and Hearing: They aren't the same thing
- ▶ Asking Questions
- ▶ Communicating with Power

Lesson 5: Non-Verbal Communication Skills

- ▶ Body Language
- ▶ The Signals you Send to Others
- ▶ It's not WHAT you say, It's HOW you say it

Lesson 6: Being Proactive

- ▶ Encouraging Diversity in the Workplace
- ▶ Preventing Discrimination
- ▶ Ways to Discourage Discrimination

Lesson 7: Coping with Discrimination

- ▶ Identifying if you have been Discriminated against
- ▶ Methods of Reprisal
- ▶ Choosing a Course of Action

Lesson 8: Dealing with Diversity Complaints as a Person

- ▶ What to do if you're Involved in a Complaint
- ▶ Understanding your Role
- ▶ Creating a Support System

Lesson 9: Dealing with Diversity Complaints as a Manager

- ▶ Recording the Complaint
- ▶ Identifying Appropriate Actions
- ▶ Choosing a Path

Lesson 10: Dealing with Diversity Complaints as an Organisation

- ▶ Receiving a Complaint
 - ▶ Choosing a Response
 - ▶ Learning from the Complaint
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WEB LINKS

- ▶ [View this course online](#)