



Managing Workplace Diversity



Managing Workplace Diversity Skills Training Course

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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 culture is becoming increasingly important.

Learning Outcomes

By the end of this course participants will 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 your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, 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 your 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 length:

1-day

Workplace Diversity Training Course - Lesson 1 **Understanding Diversity**

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

Workplace Diversity Training Course - Lesson 2 **Understanding Stereotypes**

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

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<p>Workplace Diversity Training Course - Lesson 3 Breaking Down the Barriers</p> <ul style="list-style-type: none">• Changing your Personal Approach• Encouraging Workplace Changes• Encouraging Social Changes	<p>Workplace Diversity Training Course - Lesson 4 Verbal Communication Skills</p> <ul style="list-style-type: none">• Listening and Hearing: They aren't the same thing• Asking Questions• Communicating with Power
<p>Workplace Diversity Training Course - Lesson 5 Non-Verbal Communication Skills</p> <ul style="list-style-type: none">• Body Language• The Signals you Send to Others• It's not WHAT you say, It's HOW you say it	<p>Workplace Diversity Training Course - Lesson 6 Being Proactive</p> <ul style="list-style-type: none">• Encouraging Diversity in the Workplace• Preventing Discrimination• Ways to Discourage Discrimination
<p>Workplace Diversity Training Course - Lesson 7 Coping with Discrimination</p> <ul style="list-style-type: none">• Identifying if you have been Discriminated against• Methods of Reprisal• Choosing a Course of Action	<p>Workplace Diversity Training Course - Lesson 8 Dealing with Diversity Complaints as a Person</p> <ul style="list-style-type: none">• What to do if you're Involved in a Complaint• Understanding your Role• Creating a Support System
<p>Workplace Diversity Training Course - Lesson 9 Dealing with Diversity Complaints as a Manager</p> <ul style="list-style-type: none">• Recording the Complaint• Identifying Appropriate Actions• Choosing a Path	<p>Workplace Diversity Training Course - Lesson 10 Dealing with Diversity Complaints as an Organisation</p> <ul style="list-style-type: none">• Receiving a Complaint• Choosing a Response• Learning from the Complaint

Workplace Diversity Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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