

## WORKPLACE DIVERSITY TRAINING

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**COURSE LENGTH: 1.0 DAYS**

In the new global economy, it is more important than ever to understand how cultural differences affect communication and perception in the workplace. Improving intercultural communication enhances an organisation's success by bringing together varied perspectives and implementing fresh ideas in the organisation.

In this fascinating Managing Workplace Diversity training course you'll be exposed to a number of key skills including understanding how biases and stereotypes affect our judgment, identifying personal baggage that can affect opinions, ways to discourage discrimination, cultural body language, dealing with complaints and choosing a course of action to be taken and much more!

This fun, high-energy professional development training course is available in Brisbane, Sydney, Melbourne, Canberra, Adelaide, and Perth.

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## WORKPLACE DIVERSITY TRAINING COURSE OUTLINE

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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 work-place culture is becoming increasingly important.

In Australia, we celebrate our cultural diversity as a country and many organisations are multi-cultural by design. However this diversity can bring with it a series of issues that need to be highlighted and understood, so this course was designed to help organisations create a positive cultural awareness and policy.

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### OUTCOMES

#### After completing this course participants will be able to:

- 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
- Communicate more effectively in a diverse population
- Learn the importance of non-verbal communication
- 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
- 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: Getting Started

- Workshop Objectives

#### Lesson 2: Understanding Diversity

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

#### Lesson 3: Understanding Stereotypes

- Stereotypes vs. Biases

#### Lesson 4: Breaking Down the Barriers

- Changing your Personal Approach

- Identifying Your Baggage
- Understanding what this Means
- Encouraging Workplace Changes
- Encouraging Social Changes

#### **Lesson 5: Verbal Communication Skills**

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

#### **Lesson 6: 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 7: Being Proactive**

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

#### **Lesson 8: Coping with Discrimination**

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

#### **Lesson 9: 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 10: Dealing with Diversity Complaints as a Manager**

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

#### **Lesson 11: Dealing with Diversity Complaints as an Organisation**

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

#### **Lesson 12: Wrapping Up**

- Words from the Wise
- Action Plans and Evaluations

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## **WEB LINKS**

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- [View this course online](#)
- [In-house Training Instant Quote](#)