PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

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1.0 DAY COURSE

Leading Diversity and Inclusion

We all bring with us diverse perspectives, work experiences, life styles and cultures. As a source and driver of innovation, diversity and inclusion is a "big idea" in business and in society.

The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognising our individual differences. It means respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. Inclusion is a state of being valued, respected and supported. It's about focusing on the needs of every individual and ensuring the right conditions are in place for each person to achieve his or her full potential. In simple terms, diversity is the mix; inclusion is getting the mix to work well together.

Leading Diversity and Inclusion addresses diversity and its benefits; discrimination in the workplace; the impact of bullying and harassment on victims; and the leader's role in setting/maintaining standards and dealing with inappropriate behaviour.

The workshop introduces key concepts, tools and techniques to counter the effects of our "biases", and to improve our ability to interpret and respond appropriately to the culturally defined behaviour of others. Participants will also be presented with practical strategies to help them build inclusive, effective teams in which each person can contribute to the best of their abilities.

Combining short lectures, self-assessment, case studies, role-plays and group discussion, this workshop has been designed for effective learning and knowledge transfer.

What You'll Gain:

Participants will learn how use inter-cultural intelligence to cultivate trust and overcome communication barriers—and to implement practical strategies to develop and lead diverse, multicultural teams for improved business performance and results.

Combining short lectures, self-assessment, case studies, role-plays and group discussion, this workshop has been designed for effective learning and knowledge transfer.

Suitable for employees at all levels—and in particular, team leaders, managers and senior executives.

Outcomes

By the end of this training, participants will have learned how to:

- Define diversity and its benefits
- Define bullying, harassment and discrimination—and understand the impact on the victim
- Promote a culture which values peoples' differences—and which challenges any threat to an individual's dignity and well-being
- Recognise our biases and how they prevent us from seeing others accurately
- Identify methods to counter the effects of our biases
- Identify methods to successfully interact with people from different cultures
- Identify methods for creating effective, inclusive teams

Modules

Lesson 1: Diversity Introduction

- Diversity Defined
- The Moral Case
- The Business Case

Lesson 2: Valuing diversity

- Vision
- Diversity policy

Lesson 3: Bullying, harassment, victimisation and discrimination

- Defining bullying, harassment, victimisation and discrimination
- Bullying and harassment behaviours
- Impact on the victim
- Acceptable and unacceptable behaviour

Lesson 4: Manager's leadership role

- Manager's role as leader
- Setting and maintaining standards
- Dealing with inappropriate behaviour

Lesson 5: Resolving complaints informally

- Appropriate situations to use
- Conciliation

Lesson 6: Developing Inter-Cultural Intelligence

- Cultural Diversity in Australia
- The Challenge of Managing Global Business Teams

Lesson 7: Recognising and countering the effects of our biases

- Patterns and perceptions

Lesson 8: Barriers to effective communication

- Language

- How biases prevent us from seeing others accurately
- Countering the effects of our biases with emotional intelligence
- Attentive listening
- Non-verbal communication
- Personality
- Culture

Lesson 9: Understanding cultural beliefs and values

- Understanding cultural drivers, motivators and de-motivators using Three Colours of Worldview©
- Analysing people, groups, systems and the environment through the 12 Dimensions of Culture Assessment©

Lesson 10: Leading effective, inclusive teams

- Building trust
- Mastering conflict
- Achieving commitment
- Embracing accountability
- Focusing on results

Talk to our expert team

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