PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

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1.0 DAY COURSE

# Workplace Diversity Training

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

### What You'll Gain:

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.

## 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
- 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: Understanding Diversity
- What is Diversity?
- A Brief History
- Where Diversity Fits

### Lesson 2: Understanding Stereotypes
- Stereotypes vs. Biases

### Lesson 3: Breaking Down the Barriers
- Changing your Approach
- What is Discrimination
- Making Workplace and Social Changes

### Lesson 4: Verbal Communication Skills
- Listening Dimensions
- Asking Questions

### Lesson 5: Non-Verbal Communication Skills
- Body Language
- It's Not What You Say, It's How You Say It

### Lesson 6: Being Proactive
- Reasons to Encourage Diversity
- Strategies to Encourge Diversity

### Lesson 7: Managing Discrimination
- Preventing Discrimination
- Ways to Discourage Discrimination
- Choosing a Course of Action

### Lesson 8: Dealing with Discrimination Complaints as a Person
- Complaints Process (Employee)
- Information to Gather
- What to Do if You're Involved in a Complaint
- Understanding your Role

### Lesson 9: Dealing with Diversity Complaints as a Manager
- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

**Talk to our expert team**

**Phone: 1300 121 400**

Email: enquiries@pdtraining.com.au