

# Managing Diversity

For all staff, including HR/EEO staff, managers and executives | 1 day

**All organisations need to effectively deal with legislative requirements, labour skills shortages and the challenges of developing a motivated, skilled workforce. It actually makes sound business sense to recruit, develop, recognise and retain people with a whole diversity of traits and backgrounds.**

**Participants will achieve greater inclusivity of all stakeholders in their work environment through better understanding and valuing diversity. This in turn can lead to improved teamwork, innovation and productivity.**

## Objectives

On completion of the training, participants will be able to:

- identify the diversity in their work environment, how this is often managed, and how it should be managed
- define the key legislative requirements relating to discrimination, EEO, etc.
- identify how *they* typically deal with diversity
- effectively deal with barriers and resistance to diversity
- employ strategies for getting the best out of different personalities
- negotiate and reconcile differing objectives arising from diversity
- employ key strategies that help to leverage off diversity

## Key Content

- What do we mean by diversity? How does it affect you?
- Key types of diversity: gender, race, culture, age, (dis)ability, minority groups
- How do YOU deal with diversity?
- The business case for valuing/leveraging off diversity
- What minority groups exist and how do you and others treat them?
- Barriers/resistance to diversity: underlying causes, behaviours and solutions
- Statutory compliance and the management of diversity
- Dealing with prejudice, discrimination, stereotyping and bias
- Multiculturalism in the workplace
- Communicating across cultures
- What does 'inclusivity' mean?
- Dealing with differences: a personality profile model
- Negotiating and reconciling differences
- Case studies in diversity
- Key strategies for effectively managing diversity
- Action Plan