

Workplace Diversity Workshop

Course Duration 1 Day

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. Your participants will be able to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community.

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

Course Objectives

At the end of the 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
- 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

Course Outline

Understanding Diversity

Related Terms and Concepts
A Brief History
A Legal Overview

Understanding Stereotypes

Stereotypes vs. Biases
Identifying Your Baggage
Understanding What This Means

Breaking Down the Barriers

Changing Your Personal Approach
Encouraging Workplace Changes
Encouraging Social Changes

Verbal Communication Skills

Listening and Hearing; They Aren't the Same Thing
Asking Questions
Communicating With Power

Non-Verbal Communication Skills

Body Language
The Signals You Send to Others
It's Not What You Say, It's How You Say It

Being Proactive

Encouraging Diversity in the Workplace
Preventing Discrimination
Ways to Discourage Discrimination

Coping with Discrimination

Identifying If You Have Been Discriminated Against
Methods of Reprisal
Choosing a Course of Action

Dealing with Diversity

Complaints as a Person

What to Do If You're Involved in a Complaint
Understanding Your Role
Creating a Support System

Dealing with Diversity

Complaints as a Manager

Recording the Complaint
Identifying Appropriate Actions
Choosing a Path

Dealing with Diversity

Complaints as an Organization

Receiving a Complaint
Choosing a Response
Learning from the Complaint