

## 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 culture affects communication and perception. Improving intercultural communication enhances success by bringing varied perspectives and fresh ideas into the workplace.

These fun, high-energy training courses are available in Auckland, Wellington, Christchurch and New Zealand wide.

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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.

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### 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
  - Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
  - Learn the importance of non-verbal communication, both one's own and that of others
  - 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 in your organisation
  - 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
- Identifying Your Baggage
- Understanding what this Means

#### Lesson 4: Breaking Down the Barriers

- Changing your Personal Approach
- 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](#)
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