PROFESSIONAL DEVELOPMENT TRAINING

09 884 0762

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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 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.

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.

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

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: 09 884 0762

Email: enquiries@pdtraining.co.nz