

How to Manage Diversity in the Workplace

Develop the communication skills you need to build a safe, positive workplace for everyone

Commitment to diversity awareness is a vital strategy for both positive personal growth and productive business growth. In this dynamic, one-day program, your employees will develop their own awareness of and sensitivity to the wide variety of people that surround them every day.

In just one, six-hour course, participants will learn:

- What diversity is and why it is important in today's work environment
- Why diversity awareness makes good business sense
- Resolving conflict—strategies for valuing and managing diversity-based disagreements
- How to get a point across clearly and positively in a diverse workplace
- How to measure personal and organizational growth toward diversity awareness

Who will benefit the most...

This seminar is ideal for anyone seeking to better understand the changing business environment. It is especially suited for:

- Managers
- Administrative staff
- Front-line personnel
- Sales representatives
- Technical professionals

How we present this material...

To minimize work disruption, we will present this exciting, one-day program at your business site. Plus, we tailor the training to the specific needs of your organization. As always, our seminars are 100% satisfaction guaranteed.

Key learning points...

- Defining diversity—why traditional definitions may not prepare us for today's workplace
- Developing listening skills—understanding the message in a diverse environment
- Capitalizing on diversity—acknowledging the value of a different perspective in the decision-making process
- Maintaining a safe workplace—responding to defensiveness and inappropriate humor
- Establishing a plan of action—identifying opportunities for growth in every organization
- Identifying barriers to diversity—recognizing procedural and personal obstacles to change

As a result of this training...

This seminar will help your staff communicate and interact effectively with coworkers whose background, culture or personality may be different from their own. The result is a more harmonious and enjoyable work environment for all. You have our written guarantee of complete satisfaction.

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Program Agenda

Building Awareness

There are numerous ways diversity awareness can add value to organizations, and bring a competitive edge to the workplace

- Defining Diversity
- Providing a Competitive Edge
- Measuring Awareness
- Understanding Affirmative Action and Diversity

Strengthening Communication

The key to increasing an openness to differences in others, is to improve basic listening skills.

- Identifying Cultural Values
- Recognizing Elements of Diversity
- Interacting Effectively with Others
- Tuning Listening Skills to Diversity
- Avoiding Cultural Blunders

Developing a Winning Team

When managed positively, individual differences can strengthen an organization and when the organization's values are shared, each employee has a common purpose.

- Capitalization on Team Member Diversity
- Determine Shared Values
- Interacting Effectively with Others
- Getting Beyond Biases

Resolving Conflict

In a team environment, conflict is inevitable, but when handled properly, conflict can promote cooperation and build stronger relationships.

- Working with Conflict Resolution Styles
- Managing Diversity-Based Conflict
- Minimizing Defensiveness
- Handling Inappropriate Humor
- Addressing Offensive Behavior

Creating a Plan for Action

A diversity statement will help you to develop a clear plan, a strategic focus, and a clear foundation for achieving your own personal diversity objectives.

- Establishing a Personal Diversity Vision
- Identifying Barriers to Diversity
- Determining How to Make a Difference
- Planning for Action

Conduct a Cultural Audit

- Identifies organization's practices and norms
- Determines organizational practices and norms that support diversity
- Determines organizational practices and norms that are roadblocks to inclusiveness