

# Managing a Diverse Workforce

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## Description of Course

This soft skills course helps delegates to appreciate the benefits of diversity. The course covers two main areas; **awareness and skills**. Awareness allows delegates to learn about others, their way of life and how diversity can benefit the organisation. Skills help them to increase the quality of their interaction with others, minimise confrontations, deal with inappropriate behaviour and express correct body language.

## Course Objectives

By the end of this course delegates will be able to:

- Appreciate the **importance of diversity** in organisations and explore the **best strategies** to exploit it
- Respond to attitudes and behaviours related to diversity and learn how to **express themselves better when dealing with others**
- Understand the roots of **perspective taking** and **stages of cultural integration** to increase the efficiency of their communication with others
- Use Hofstede's cultural dimensions to **predict other nationalities' behaviour** and use effective strategies to interact with them
- Use effective **body language** to **put others at ease** and improve their communication skills

## Aimed at:

All people who wish to improve their communication skills with groups of people who are very different from themselves

## Duration of Course

1 day

# Course Outline

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## Introduction to Diversity

- How can you benefit from diversity management?
- What is the difference between diversity management and equal opportunity?
- What is groupthink and how does it relate to diversity?
- How can you change people's attitudes?

## Managing Behaviours

- How should you deal with behaviours such as stereotyping?
- How to avoid labelling
- How can you influence people's behaviour to change their attitudes?
- How to eliminate prejudice

## Perspective Taking

- What is perspective taking and why is perspective taking important?
- How is perspective taking developed in us as we grow and what are the implications?

## Social Integration

- What are the stages people go through when integrating into a new job, environment or culture?
- What are the implications of these stages?
- What emotions do people experience when going through these stages?
- What behavior do you expect people to exhibit at different stages?

## Handling Cultural Differences

- What are the defining characteristics of different nations?
- How can you systematically compare members of different nationalities based on a number of established dimensions?
- How to improve your meetings with clients, suppliers, customers and colleagues of different nationalities based on strategies derived from the model?

## Body Language

- What gestures are most effective in putting another person at ease?
- How to avoid appearing confrontational or defensive
- How to show that you are interested and welcoming