



CELEBRATING CULTURAL DIVERSITY (1 DAY)

THIS COURSE IS ALIGNED TO UNIT STANDARD:

Title:	Explain how to Manage Diversity in the Workplace
Unit Standard ID:	244579
NQF Level:	3
Credit Value:	2

INTRODUCTION

Workplace diversity refers to the variety of differences between people in an organisation. That sounds simple, but diversity encompasses race, gender, ethnic group, age, personality, cognitive style, tenure, organizational function, education, background and more.

Diversity not only involves how people perceive themselves, but how they perceive others. Those perceptions affect their interactions. For a wide assortment of employees to function effectively as an organization, human resource professionals need to deal effectively with issues such as communication, adaptability and change. Diversity will increase significantly in the coming years. Successful organizations recognize the need for immediate action and are ready and willing to spend resources on managing diversity in the workplace now.

Managing Diversity is about dealing with our responses and those of others with whom we interact. Diversity is about difference. Difference is part of our human nature.

REFERENCES

“I enjoyed the activities we did and how appropriate it was to apply to future problem solving.” ~ Amy Browning (Netcare)

“I enjoyed the course mostly because I learnt more about other people’s culture and behaviour.” ~ Kenneth Molemi (International Ferro Metals South Africa)

“I enjoyed getting broad and different views from the group on diversity.” ~ Shamiel Johnson (Volkswagen)

WHAT THIS COURSE CAN DO FOR YOU...

- Define the term “culture”
- Determine and discuss the elements of “culture shock”
- Explore the phases of “culture shock”
- Brainstorm strategies for adjusting to new environments and cultures
- Explore elements of cultural diversity of South Africa
- Identify situations where differences in values, practices and etiquette create misunderstandings
- Explore barriers to diversity (e.g. assumptions, prejudice, stereotyping)

TARGET AUDIENCE

Essentially any staff members who are working as part of a team or on a project with team members where they need to understand the importance and sensitivity of communication between people who have different cultural backgrounds. The course will also highlight the working environment and considers gender dominated environments and how to deal with such situations without prejudice, assumptions or stereotyping.

COURSE CONTENT

Definitions

- Define the term ‘culture’
- Brainstorm strategies for adjusting to new environments and cultures
- Explore elements of cultural diversity in South Africa
- Identify differences in values, practices and etiquette create misunderstandings
- Explore barriers to diversity - assumptions, prejudice, stereotyping, discrimination
- Agree a way forward when dealing with culturally sensitive situations

The “Culture Shock” Cycle

- Stages of “Culture Shock”
- Cultural adaptation
- Being open minded and positive
- Coping mechanisms

Exploring Cultural Differences - “Motho ke motho ka batho” – A person is a person through other people!

- Understanding the etiquette of other cultures
- Avoiding misunderstandings
- Learning about other cultures
- Different attitudes, habits and practices

Barriers to Diversity

- Prejudice
- Stereotypes
- Discrimination

Celebrate Diversity – A Way Forward

- What is **reconciliation** and why is it so important
- Embrace change – be open to new ways of doing things
- Expose yourself to different perspectives
- Encourage sharing of diverse ideas. Value people’s inputs – Listen!
- Look at similarities – we have a common ‘humanity’.
- Create a corporate culture in which ‘shared values’ are expressed.
- Becoming a positive role-model.

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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