



DIVERSITY AND INCLUSION (1 DAY)

CREATING HARMONY IN THE WORKPLACE

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, organisational function, education, background and more.

Diversity not only involves how people perceive themselves, but how they perceive others. Those perceptions affect their interactions. For many employees to function successfully within an organisation, they need to deal effectively with issues such as communication, adaptability and change. Diversity will increase significantly in the coming years, post the pandemic. Successful organisations recognise the need for immediate action and will prioritise gaining the resources on managing diversity in the workplace.

Managing Diversity is about dealing with our conditioning (unconscious bias) and responses when we interact with others. Diversity is about difference. Difference is part of our human nature.

REFERENCES

“The training was informative, interactive and very eye opening. Enjoyed it and will be implementing the activities in my personal life and workplace.”

“Thank you for being such a great host and allowing for interaction to take place. This was a joyful session, and we were most definitely included in all discussions - our opinions were raised and we are able to point out things that make us unhappy without feeling as if we were stepping on one another toes. This is the environment that you have created for us in the beginning. Continue with your chirpy spirit:!)”

“The course was very insightful, interactive and fun and I thoroughly enjoyed it. I appreciated having a trainer who is living diversity.”

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the terms ‘culture’ and ‘diversity’ and their roles in everyday interactions.
- Explore barriers to diversity (assumptions, prejudice, stereotyping, unconscious bias).
- Explore ‘inclusion’ and what this means in one’s daily work environment.
- Identify practical workplace situations where differences in values, practices, etiquette, opinion, orientation and approach can create misunderstandings.
- Strategies for adjusting to different cultures, different people, alternative perceptions and ideas.
- Understand the role and responsibility of individuals in creating a harmonious work environment.

TARGET AUDIENCE

All employees whether they are part of a team or in management, needing to understand the importance and sensitivity of communication between people who have different backgrounds. Learners will acquire skills to effectively manage diversity, deal with their own and other's negative behaviour and promote inclusion to create a harmonious work environment.

COURSE CONTENT

Definitions

- Define the terms 'culture', 'diversity' and 'inclusion'.
- Understanding Mental Models and the role they play in our daily lives
- Explore the benefits of inclusion and diversity in the workplace
- Identify how differences in values, practices and etiquette create misunderstandings
- Explore barriers to diversity - assumptions, prejudice, stereotyping, discrimination, racism, xenophobia, and unconscious bias

Exploring Differences

- What is reconciliation, assimilation, differentiation and inclusion and why it is so important
- Understanding the etiquette of other cultures
- Avoiding misunderstandings
- Learning about different attitudes, habits and practices of other people
- Understanding different social styles and how to relate to those with different personalities
- Conflict management tools

Barriers to Diversity

- Assumptions, prejudice, stereotypes
- Discrimination, racism, xenophobia
- Unconscious bias

Understanding our own conditioning

- How we develop prejudice and stereotypes
- Unconscious bias and how it effects our behaviour
- Self-awareness – impact on decision making and relationships
- Steps to minimize the impact of unconscious bias and become aware of our 'blind spots'
- Creating a culture of inclusion

Celebrate Diversity - A Way Forward

- Exploring actions that make a difference
- DIVE model (Describe, Interpret, Verify, Evaluate)
- Creating a corporate culture in which 'shared values' are expressed.
- Embrace change - be open to new ways of doing things
- Encourage sharing of diverse ideas. Value people's inputs - Listen!
- Being a positive role-model
- Using the FLEX approach
- Agree on a way forward when dealing with 'difference'
- Brainstorm strategies for adjusting to difference

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 workplace. 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.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: www.kwelangatraining.co.za