



MANAGE A DIVERSE WORK FORCE (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Manage a diverse work force to add value.
Unit Standard ID:	252043
NQF Level:	5
Credit Value:	6

INTRODUCTION

This learning programme is intended for all persons who need to manage a diverse work force to add value.

At the end of this learning programme, the learner will be able to:

- Demonstrate knowledge and understanding of diversity in the workplace
- Demonstrate understanding of the reality of diversity and its value in a unit
- Manage team members taking into account similarities and differences
- Deal with disagreements and conflicts arising from diversity in a unit
- Describe the main sources of conflict

COURSE CONTENT

Understand diversity in the workplace

- Define diversity
- Explore diversity as a potential source of discrimination
- Explain the implications of diversity for relationships
- Deal with diversity issues

Understand the reality of diversity and its value

- Explain the benefits of diversity
- Explore ways of utilising diversity
- Meet the diverse needs and goals of team members
- Meet the diverse needs of clients and communities

Manage diverse team members

- Identify diverse beliefs, values, interests and attitudes
- Recognise common beliefs, values interests and attitudes
- Encourage diversity interaction
- Be sensitive towards and understand diversity

Deal with disagreements and conflicts arising from diversity in a unit

- Acknowledge and manage incidents of conflict and disagreement to enhance relationships
- Identify and manage unfair discrimination and discriminatory practices
- Disagreements and conflict seen as opportunities for growth

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
- Presentation
- 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.

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.*

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