

# Diversity Management



## OVERALL OBJECTIVE

The **Diversity Management** Workshop aims to equip participants with the ability to position diversity from a personal and a business case point of view. Learn how to contribute constructively to, encourage, and value the cultural diversity of the workplace. Know how to work with managers to increase their skills to manage diversity, and to work with teams to improve their skills for dealing with diversity so as to create sustainable positive change within the organization.

See the **Managing Diversity** Workshop in Leadership Development for managers and staff

## OUTCOMES

By the end of the intervention, participants will:

- Have a clear understanding of what is meant by diversity
- Understand the business case for diversity
- Understand the legal imperatives impacting on the rationale for employment equity
- Understand what it takes to retain, motivate, and promote culturally and socially diverse employees
- Have explored the ways that culture impacts on workplace behavior
- Have had an opportunity to practise dealing with typical situations of diversity in the work place
- Have developed a deeper understanding of their own attitudes, values, beliefs, and how these affect their response to other people
- Know the different methods and tools used to achieve employment equity through maximising diversity in the work place
- Have identified and examined issues around diversity in their work place and developed a draft plan for managing diversity in the work place
- Make personal action commitments to diversity

## CONTENT

### Understanding Diversity

- Key components of diversity, both primary and secondary factors
- How to effectively use this diversity
- Tapping into ones own diversity from values, beliefs, attitudes to behaviors
- Diversity at interaction interfaces
- Communication with and across diversity
- Exercises on diversity
- Resistance to diversity
- Understanding the differences between affirmative action, equality, and employment equity

### Diversity in Context

- Constructing a business case for diversity
- Being managed and managing others
- Working through discrimination scenarios
- A cultural delineation
  - a model of cultural learning
  - creating culture through socialization
  - people like us
- What it feels like to enter an area as being different
- Dealing with a diverse customer base
- Managing perceptions and assumptions around differences within a framework of change
- Using employment equity, affirmative action and workplace transformation – when, where and how
- Link to team building

### Integration

- Diversity incidents
- Apply non-discriminatory practices
- Making choices
- Behaviors that build a trust relationship
- Creating a context of acceptance and optimization of differences
- Turn diversity into cohesion, not “sameness”
- Use the self-fulfilling prophecy and positive reframing
- Explore diversity process elements
- Devise strategies that can assist in creating space for diversity and ensuring integration