

Employee Growth- A One Day Course

Managing Cultural Diversity

Different People Results in Creativity and Better Performance

WHO SHOULD ATTEND?

First time managers and top talent at all levels in the organization that want to learn or improve their cultural management competency so that they can get the very best results from their leadership, teams and colleagues in pursuit of maximum effectiveness, efficiency and great results.

COURSE DESCRIPTION

An effective organisation is one which recognises and maximises the differences that exist within individuals whether they be age, sexual orientation, gender, race or disability.

Managing Cultural Diversity is an intensive one day training course that explores the issues surrounding diversity in the workplace, the legislation that exists and that which doesn't, best practice and the benefits that a diverse workforce can bring to your organisation.

The program gives particular attention to organisation (you and others), multitasking, negotiating, communicating and change as it is these areas that we often find working with different people fail. The program takes a holistic view and introduces the delegate to the knowledge, skills and attitude required to behave effectively and confidently as a great staff member that contributes significantly to their organisation's community and growth.

The program is well researched, knowledge-based and designed with the individual learner at the centre of the learning process which means that the course is extremely interactive and practical.

COURSE OBJECTIVES

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

- ✓ Determine cultural diversity
- ✓ Achieve a clear understanding of diversity and the different forms it can take.
- ✓ Understand the differences between diversity and equal opportunities.
- ✓ Recognise the benefits that diversity can bring to your organisation.
- ✓ Build a business case for introducing a culture positively embracing diversity into your organisation.
- ✓ Understand the key employment legislation and the impact on your business.
- ✓ Produce positive impact on the overall performance of each delegate and the organization

COURSE CONTENT

MANAGING CULTURAL DIVERSITY

What is Cultural Diversity?

- A definition
- What does that mean in your workplace?

Diversity and Equal Opportunities

- The differences explained
- *Activity – Exercise Minority Report*

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What is the Impact of Diversity on Your Business?

- *Activity – How Diverse is your team?*
- What are the benefits? Who for?
- The effect of diversity on organizational behaviour

Where is your organisation?

- The impact of demographic and market changes
- What does that mean in your workplace in your town?

Managing Diversity at Work

- *Activity – are you Ok with this?*
- Local, National, Regional, International Legislation

Age Discrimination

- What should you or should you not say or write?
- What processes at work does this impact?

Implementing diversity in your workplace

- *Activity – assess your workplace for diversity*
- *Activity – what steps should be taken next?*

Key Learning Review

- Group discussion and professional feedback to consolidate key learning. Delegates will leave the day with a list of development activities to improve their cultural management competency back at work.

IN ADVANCE

Each delegate will be asked to complete a pre-course questionnaire to determine their individual learning objectives. These will be used by the trainer to give on track training that is focused on the individual learner attending.

The most appropriate training format, content and approach for this course will be discussed with you prior to the start of your course.

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ON-TRACK FOR GROWTH

The individual leaves this program with a **personal action plan** to encourage immediate transfer of training to the job.

EVALUATION TO ENSURE CONSISTENT QUALITY

All our courses are evaluated at Kirkpatrick's Reaction and Learning levels as part of our quality control process as follows:

Level 1- Reaction- Training Course Evaluation Form

This training course evaluation form is used to maintain and improve the standards of our training courses.

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Level 2- Learning- Pre and Post Training Test

The test is confidential and used to evaluate our training, **not the delegate**. The results help us answer the question “Did people learn what we wanted them to learn from the training?” This test is run at the beginning and at the end of this training course.

The Whole Thing can help properly position and align all learning and development with business priorities to ensure that effective evaluation is possible. We encourage all our clients to agree measures prior to any intervention so that return on investment (ROI) and process gets attention.

Please contact **The Whole Thing** to explore the many ways that we can help you.

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