PROFESSIONAL DEVELOPMENT TRAINING

Workplace Diversity Training

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

If you want to educate your employees on how to deal with diversity in the workplace, have them enroll in the Workplace Diversity training course in PD Training.

This Workplace Diversity training course is a method to teach employees best practices when interacting with individuals with diverse backgrounds. This course can educate employees on how to break the barriers (ethnic, social, political differences, etc.) of employees, so that they can work jointly and productively as a team.

These fun, high-energy training courses are available in Kuala Lumpur and Malaysia.

This Workplace Diversity training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

As the world gets smaller, the workforce becomes more mobile and outsourcing becomes more common. The need to understand diversity and to be able to include cultural diversity as part of the work-place culture is becoming increasingly important.

Outcomes

- Learn about stereotypes & biases, how they develop, and gain insights into one's own perspectives
- Gain effective strategies for removing barriers to diversity in the workplace
- Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
- Learn the importance of non-verbal communication, both one's own and that of others
- Master ways of encouraging diversity in the workplace while discouraging and preventing discrimination

- Learn how to respond to personal complaints & develop a support system to manage this resolution process in your organization
- Gain a professional approach to record, analyze and resolve situations involving diversity
- Learn how to create a mechanism of prevention to reduce negative or discriminating situations and to keep them from repeating

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Modules

Lesson 1: Understanding Diversity
- What is Diversity?
- A Brief History
- Where Diversity Fits

Lesson 2: Understanding Stereotypes
- Stereotypes vs. Biases

Lesson 3: Breaking Down the Barriers
- Changing your Approach
- What is Discrimination
- Making Workplace and Social Changes

Lesson 4: Verbal Communication Skills
- Listening Dimensions
- Asking Questions

Lesson 5: Non-Verbal Communication Skills
- Body Language
- It's Not What You Say, It's How You Say It

Lesson 6: Being Proactive
- Reasons to Encourage Diversity
- Strategies to Encourge Diversity

Lesson 7: Managing Discrimination
- Preventing Discrimination
- Ways to Discourage Discrimination
- Choosing a Course of Action

Lesson 8: Dealing with Discrimination Complaints as a Person
- Complaints Process (Employee)
- Information to Gather
- What to Do if You're Involved in a Complaint
- Understanding your Role

Lesson 9: Dealing with Diversity Complaints as a Manager
- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

Talk to our expert team

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