Diversity Management Programme

Introduction

Harrison Owen said that "Beyond pro-activeness there lies something of far greater significance; it is called *Inter-activeness*". Interacting, communicating and relating with one another in an *open, respectful and trusting environment* should be the aim of any Diversity Management input. If we can this achieve this, our customers will become Business Partners and our fellow-workers will become colleagues and fellow team members.

South Africa with her history is a proverbial *"melting pot"* where diverse cultures, races, languages and value systems meet. Historically these differences were used as the foundation for discrimination and prejudice and were even captured in Legislation. Today our challenge is to engage and identify our historical stereotypes and appreciate that what is often seen as respect in one culture can be an insult in another.

More important organisations should strive to create a constructive work culture. It is a known fact that Diversity Management has a positive impact on bottom-line results.

Diversity Management is thus a competitive imperative and should not be a half-hearted effort to comply with statistical demands and legislation

Objectives

At the end of this programme participants will:

- Understand what diversity is and what it is not
- Have a better understanding of Inter-cultural Intelligence as it pertains to:
  - *Race • Gender • Disability • Age • Religion and Culture*
- Have explored the cultural roots of their own stereotypes and prejudice
- Have had the opportunity to re-engineer their inter-cultural mindsets
- Have acquired Diversity Management and Relationship Management skills e.g.
  - *The power of communication • Listening skills • Questioning skills*
  - *The power of body-language • Assertiveness*
- Have identified barriers and other factors influencing diversity in the workplace
- Have crafted constructive workplace action strategies on how to build an inclusive workplace
- Have developed a deeper understanding of their own attitudes, values and beliefs and how these affect their response to other people
- Be inspired, motivated and committed to build intercultural bridges

Method: *Highly interactive and participative; using whole person learning*
Workshops are usually conducted in groups of 15 – 50 people so as to allow for the presence of diversity within the participants

Duration :   *2 days*

Presenters: *• Johan Greeff • Tsietsi Molebatsi • Deva Pillay • Raeesa Mahomed • Sipho Mgedezi*

People don't develop intercultural intelligence by playing games
They develop it by questioning themselves their own stereotypes and mindsets and by opening their minds and hearts and listening deeply to others.

Treetops

Partners in Transforming

AGENDA

MODULE 1 **Preparing for the diversity journey**	MODULE 2 **Defining and Understanding Diversity**
• Introduction • Objectives • Expectations • Contracting	• What it is and what is is not • Related terms • The Diversity landscape • The history of diversity in South Africa • Legislation
MODULE 3 **Stereotypes: Cultural Roots and Cultural Traits**	MODULE 4 **Diversity Management = Relationship Management**
• Identifying your personal stereotypes • The impact of stereotypes in diversity • Re-engineering mindsets and default settings • Culture, a dynamic interaction......	• Diversity in and diversity and Communication Skills • Listening skills • Questioning skills • Language skills • Body-language skills • Assertiveness • Respect and trust
MODULE 5 **Building Intercultural Intelligence In The Workplace**	MODULE 6 **Discrimination**
• Acknowledge clashing values • Barriers to effectiveness • Diversity action strategies • Creating a constructive workplace, culture • Benefits of diversity management	• The history of discrimination • Discrimination is alive and well in SA • Where have you been discriminated against? • Where do you discriminate?

MODULE 7 **General Diversity Management Tips**
• Dealing with diversity complaints • General diversity management tips • Diversity complaints • Business etiquette • Business ethics • Entertainment ethics • Being proactive ### Conclusion & Commitment

Investment Required

Quotation available on request; dependent on number of participants
NQF level of training: 5
Unit Standard SAQA Standards – 116928 ; SETA Accreditation No: 0244

The need to be right is the sign of a vulgar mind

Anonymous

Treetops

Partners in Transforming