PROFESSIONAL DEVELOPMENT TRAINING

Workplace Diversity Training

REQUEST QUOTE

1.0 DAY COURSE

Diversity in the workplace results from the differences in cultural background, age, educational status and a wide range of other factors found in your workforce. The Workplace Diversity Training Course provides you with the skills to successfully manage their varied perspectives and ideas into positive interactions and create better performances in the workplace.

The Workplace Diversity Course by PD Training covers the following: what is diversity, reasons for and consequences of diversity in the workplace, how to deal with discrimination and other barriers to successful diversity management, effective listening and questioning techniques, dealing with diversity-related complaints, the appropriate verbal and non-verbal communications and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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

By the end of this training course, participants will:

- 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

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

Phone:

Email: