

# DIVERSITY & INCLUSION IN THE WORKPLACE



**Length: 2 Days (8:30 – 16:30)**

## ABOUT THIS TRAINING

On this course you will explore and celebrate the cultural and other differences you are faced with in the workplace. Stereotypes are dispelled, perspectives challenged and cultural misunderstandings looked at with sensitivity and humour.

## WHO SHOULD ATTEND

All individuals and teams who would like to improve their effectiveness at work by improving their understanding of what makes other people 'tick' and what they can do to build rapport and understanding in the workplace.

## WHAT WILL I LEARN

- In what ways people are diverse
- The advantages of diversity in the workplace
- How to overcome barriers to diversity
- How different cultural groups view courtesy
- How cultural misunderstandings can be overcome for better workplace relationships
- How to deal with diversity related conflicts more effectively
- What 'inclusion' means in one's daily work environment

## COURSE OUTLINE

### Module 1: Introduction and Definitions

- Ground rules
- Definition of Diversity and Inclusion
- Advantages and Disadvantages of having a diverse organisation.

### Module 2: Aspects of Diversity

- Generation, gender, sexual orientation, race, culture, differing abilities, personality types etc.

### Module 3: Mental Models and Unconscious Bias

- Assumptions and Perspectives (barriers to good communication)
- Where do our mental models come from?
- Exploring our different backgrounds (telling 'my story')
- Defining and Exploring: Bias (and unconscious bias), Stereotypes, Prejudice, Discrimination, Racism and Xenophobia

### Module 4: Exploring Different Cultures and other diverse groups in the South African workplace

- Misunderstandings due to cultural or other differences
- Different approaches to 'courtesy': Greetings, attitudes to time, eating habits etc.
- The DIVE Model for unpacking cultural differences

### Module 5: Communicating and interacting with diverse people

- Communicating with people of different personalities
- 'Listening under pressure' to prevent 'jumping to conclusions'
- Asking the 'right' questions

### Module 6: Assertiveness

- Difference between Submissive, Assertive and Aggressive behaviour

### Module 7: Conflict Prevention and Management

- Exploring areas of possible conflict in diverse groups
- Role Play – Compassionate Confrontation
- OBEFO tool for 'Having Difficult Conversations'

### Module 8: Celebrating Diversity & Fostering Inclusion

- Celebrating the positives we all bring to our work environment
- Finding common ground (values)
- Brainstorming solutions - a way forward
- Setting personal goals



# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.