

WEALTH THROUGH DIVERSITY

Unit Standard	116928
NQF	Level 5
Credits	14
Duration	2 Days
Organisational Development Area	All employees

SYNOPSIS

"Diversity is the sense that no matter where you come from, who you are, or what your background, there is a place for you."

Traditional "diversity" courses were structured around typical environmental topics that caused stereotyping and conflict in the past. Those topics used to include things like; religion, politics, relationship status, ethnicity, culture and race. South Africa has moved ahead and while those topics do still cause conflict, they are not the main reason. Managers and employees will always be irritated or frustrated because of topics like the ones that have been mentioned. While these sources of conflict may be reduced, they will not enable "inclusion" the way you would like to see happen as a result of diversity training.

The focal point of this course from Blazing Moon is organisation culture. Culture may be defined as the "way things are done" within the organisation. When employees do things outside of the "normed" culture, they are excluding themselves from the group (organisational, divisional, departmental or team level). This exclusion causes people to show disrespect to their differences, (e.g. gender, ethnicity, education level, etc). Here is an example. "On the agenda of the first day of a team building event (at a large corporate company), the opening included a pig roast. Muslim and Jewish team members not only thought of this as an obvious oversight, they also felt embarrassed. The main outcome was to erode trust and cohesion between team members."

This course helps managers and employees review the cultural practices that discount rather than include people's diverse attributes. It provides learners with a thinking tool (mentorship) that encourages inclusivity and promotes the creative re-engineering of cultural practices that prevent organisations from harnessing the scientific, technical, intellectual and technological strengths of its employees. Our programme would be complimentary of Nedbank's MDP and Blazing Moon would explore the parameters of this further with Group HR.

If you have used diversity training in the past as the "hidden agenda" to improve your employment equity ratio and it has not worked, it is only because it was missing the magic ingredient, that of 'Mentorship'.

COURSE OUTLINE

- Defining diversity;
- How does diversity affect me;
- The current climate and management styles;
- Identifying stereotypes;
- Communicating across boundaries;
- The cornerstones of diversity;
- Environmental factors that effect diversity;
- Participation and empathy in diversity management;

- The impacts of perception;
- How to discourage diversity;
- The STOP technique;
- The role of leadership in managing diversity;
- Creating a climate of inclusion;
- Managing for diversity.

COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Define diversity;
- Identify how diversity affects personal experiences and behaviour;
- Explain characteristics of the current climate and management styles;
- Identify stereotypes;
- Communicate across boundaries;
- Understand the cornerstones of diversity;
- Identify the environmental factors that effect diversity;
- Understand the importance of participation and empathy in diversity management;
- Understand the impacts of perception;
- Identify ways to discourage diversity;
- Apply the STOP technique;
- Understand the role of leadership in managing diversity;
- Create a climate of inclusion;
- Manage for diversity.