

# Workplace Diversity

## One Day Course

Australia ranks as one of the most multicultural countries in the western world. Almost fifty percent of Australians were born overseas or have a parent who was born overseas. This means that the workplace is becoming increasingly diverse and that workers need to become more culturally aware. This workshop talks through the key issues, common misconceptions, how to avoid potential conflicts and what to do should a conflict arise.

### Learning Method

This course uses a combination of instructor-led presentation and hands-on practical exercises. Participants will have the opportunity to apply what they have learned in the classroom throughout the course.

### Who will benefit from this course?

This course is suitable for people who want to encourage and facilitate diversity in their working environment.

### Pre-requisites

None

### Learning Outcomes

- Define workplace diversity
- Identify the difference between stereotypes and biases
- Understand how to remove barriers and encourage diversity for yourself and your social community
- Learn to listen as well as employ effective questioning techniques
- Understand the importance of body language
- Learn how to encourage diversity in the workplace, and prevent discrimination
- Manage personal complaints
- Understand the role of a line manager when dealing with a discrimination complaint
- Understand the process an organisation must follow to receive and respond to a complaint
- Deal with discrimination in the workplace

### Related Courses

- Coaching and Mentoring
- Communication Strategies
- Effective Supervisor
- Leadership and Influence

### Our Approach

At Navitas Workforce Solutions (NWS), we have designed our courses to be challenging, exciting, relevant and interactive - a powerful combination of key motivators. Our trainers use creative activities to generate and maintain participation, helping to break down the learning barriers that many adults face. Our clients have found that our training programs offer an immediate benefit to participants through the delivery of practical skills and in the long term will expand their abilities and careers.

- Proven and effective high-impact, face to face interaction between our trainers and clients
- Friendly and relaxed atmosphere which is conducive to learning



# Modules - Workplace Diversity

## Getting started

- Workshop objectives
- Action plans and evaluations

## Diversity, what is it?

- Group and discriminatory terms

## Stereotypes

- Stereotype or plain bias
- It starts with you

## Tearing down the baggage barriers

- Changing your approach
- Workplace changes
- Social changes

## Verbal communication skills

- Ten ways to listen better today
- Asking questions
- Paraverbal communication
- The power of tone
- Communicating with power

## Non-verbal communication

- Your body speaks its own language
- The signals you send

## Taking a proactive approach

- Encouraging diversity in the workplace
- Why a diversity audit
- Conducting a diversity audit
- Stop discrimination
- Definitions
- Discourage discrimination

## Coping with discrimination

- The warning signs
- Reprisal discrimination
- So what should you do?

## From a manager's perspective

- Create detailed records
- Next actions
- Investigate the complaint

## From an organisational perspective

- Receiving a complaint
- Making a decision
- Document, document, document
- The follow-up
- Lessons learned

## Employee discipline

- How to prepare and conduct disciplinary meetings
- What to say when terminating an employee



## Contact

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