DM101

DIVERSITY MANAGEMENT

www.crestwoodcollege.com

OBJECTIVE

This course will enable employees and employers alike to respond to workplace diversity issues with openness and trust.

CRESTWOOD COLLEGE

Diversity Management

We cannot assume that because the workplace is a melting pot of different cultures and languages, all people will understand each other and get along well. Our past still has the power to divide us, and to weaken us in that division.

Harmony in the Workplace

As well as the complex challenges that racial and ethnic diversity present, we also have a historic imbalance of gender equality. The workplace is still imbalanced – women are making slow progress in a male-dominated workplace.

Our rich cultural diversity also means that we have different religious beliefs. Intolerance and ignorance can lead to workplace conflict.

Crestwood's training course leads us all with sensitivity into these difficult areas, and helps us reach better understanding of each other

Objectives

- Indeed, as South Africa's democracy evolves, it is becoming a more diverse but integrated country and cultural diversity continues to be one of its strongest challenges.
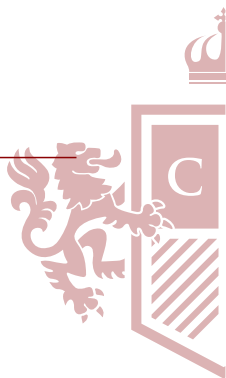
This is especially true of the workplace – where we work every day is a microcosm of the country's rich diversity.

Because of the highly diverse workforce in South Africa, organisations know that they must help employees understand, accept and capitalise on differences among people.

Duration

2 days

Module 1: Diversity as a journey
- Understanding and being open to:
- Diversity at the personal level (assumptions, stereotypes, values and beliefs)
- Diversity at the inter-personal level (evaluation of impacts of behaviour on others)
- Diversity at the organisation level (auditing of policies, practices, procedures and organisational culture)
- The journey from awareness to understanding and appreciation

Modules 2: Stereotypes and prejudices
- What is generalisation?
- Stereotypes
- The nature of prejudice

## Module 3: Defining diversity and diversity management
- Mind mapping your understanding of diversity
- Legally driven understandings of diversity - affirmative action and employment equity
- Ethically driven understandings of diversity - moral and ethical imperatives
- Strategically driven understandings of diversity - behaviours and policies contributing to organisational goals and objectives

Module 4: Diversity issues and dilemmas
- Six diversity scenarios
- Solving diversity problems in the workplace
- Learning to apply principles in context
- Appreciation of diverse cultures
- An anthropological view

Module 5: Gender equity
- Stereotypes of women and men in the workplace
- Understanding the difference between sex and gender
- Are there male and female jobs?
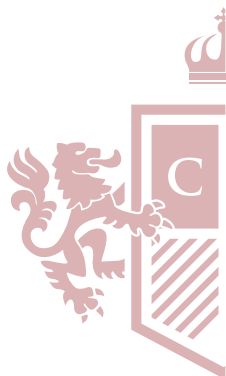
Module 6: Race and racism
- Racial stereotypes in society
- The storytelling circle method
- Surfacing our attitudes, biases and stereotypes in context of trust
- A racial diversity case study

Module 7: Diversity in ability
- Definitions of disability
- The social model approach to difference in ability
- Disability and impairment
- A working definition of disability
- Creating an enabling work environment

Module 8: Self reflection
- What it means to manage diversity at the personal and inter-personal levels
- The exclusionary workplace environment
- The inclusive workplace
- Evaluation of own attitudes, negative behaviours and constructive behaviours in the workplace

Module 9: The case for diversity
- Why it's important to manage diversity
- The Employment Equity Act, Skills Development Act, Preferential Procurement Act and BBBEE Codes
- Business benefits of diversity management
- Diversity management approaches and strategies

Module 10: Diversity programmes
- Conducting a diversity audit
- Diversity management programmes - success and failure factors
- Mainstreaming diversity
- Model to manage cultural diversity