Unleashing Your Potential

IMSIMBI TRAINING

Course Outline

Diversity Management

2 DAYS

This course is accredited by the Services Seta and the material covers unit standards at level 5: 252043 with 6 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.







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QCTO Quality Council for Trades & Occupations

ETA Transport Education Training Authority Driven by Vision

SERVICES SETA

cathsseta

ETDP SETA

MICTSETA

Course Objectives

Welcome to the exciting world of Diversity Management.

South Africa's is becoming a more diversely integrated country but creating an inclusive cultural diversity continues to be one of its strongest challenges. This is especially true in our workplaces where people from different backgrounds need to work towards common goals. Because of the highly diverse workforce in South Africa, organisations recognise that they need to help employees understand, accept and work through their differences.

Most of us have an implicit bias even though it is largely unconscious. We need to be more courageous in reflecting upon how we express this bias and spend more time with people who are different to us. It can be uncomfortable but in the longer term we can create more meaningful relationships with different individuals based on their unique qualities rather than a racial, gender, disability or national labels.

Are you ready to create a culture of listening and dialogue capable of building an inclusive community? This course will enable employees and their managers to respond to workplace diversity, with increased openness and trust. Imsimbi's Diversity and Inclusion course leads participants with sensitivity into these difficult areas that enable us to reach a deeper understanding of each other differences and similarities.

We engage participants in a journey of discovery, starting with the knowledge needed for "Awareness", moving towards "Understanding" and continuing the journey to "Appreciation".

In the current global economic situation, government faces the challenge of having to do more for our people with marked increases in the budget deficit. "Business as usual" or just performing routine mechanical departmental functions can thus no longer be viable options for dealing with the challenge.

The following elements are regarded as essential tools in evaluating the achievement of progress and performance in our public programmes:

- Planning and Innovation
- The tracking of service delivery
- Continuous assessment of whether strategic plans, programmes and policies are achieving outcomes and impacts.

This process stimulates a more trusting, enabling work environment, which slowly unleashes a wave of creativity in response to everyday problem solving:

- Initially participants will understand the need to shift from the exclusionary workplace environment to one which embraces diversity in ways which include everyone.
- In the medium-term embracing diversity at an organisation level can lead to the auditing of policies, practices, procedures which build a more equitable organisational culture.
- In the longer term however, this culture will breed a multiplier style of leadership, the fruit of which is organisational sustainability.





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.

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

Legal Compliance

Our historical imbalances do not always represent the demographics of our country, and our workplace imbalances have evolved at a slower pace than our democracy.

All organisations have a variety of legal and ethical compliance obligations. Imsimbi will guide you in best-practice processes to meet and, indeed, to exceed the minimum requirements that ultimately benefits all the employees, the organisation and the country as a whole.





Course Outcomes

Upon completing this course, the participants should be able to:

- To understand central diversity management concepts and be able to relate these to their context.
- Recognise the impact the diversification of the South African Labour force has on the workplace and organisational performance.
- Distinguish between critical success and failure factors of diversity management.
- Be familiar with the legislative factors required to establish an appropriate human resource environment for managing diversity.
- Discern our own prejudice, discrimination or racism and how this might limit our team's potential and performance.
- Understand the role of management in the initiation and implementation of diversity policy.
- Understand and value diversity to create an inclusive organisational culture.
- Develop a technique for dealing with inappropriate behaviour.
- Know what to do if you or one of your employees feels discriminated against.
- Mainstream and integrate diversity management into organisational strategy.





Course Outline

Module 1: Understanding Diversity

- Defining Diversity Management in the Workplace
- Understanding the Concepts
- The Legislative Context of Diversity
- Dealing with Diversity Issues

Module 2: Managing diversity challenges

- Class differences: “Fees must Fall’’
- Sexual Orientation Discrimination
- Age Discrimination
- Xenophobia (Migrant Discrimination)
- Obesity and Size Discrimination
- Gender Equity
- Male & Female Jobs
- What Is Race and Racism
- What Is Diversity in Ability?
- Managing Mental Illness in the Workplace
- Different Types of Power
- Lead Like a Multiplier





Course Outline

Module 3: Recognising the value of Diversity

- Managing Diversity on a Personal & Interpersonal and Structural Level
- Dealing with Conflict
- Benefits of Diversity Management
- Diversity Management Approaches

Module 4: Producing results through diversity management

- Diversity Management Strategies
- Problem Solving Techniques
- Conducting a Diversity Audit
- Appreciation



