

learning
equals
development

EQV Course Outline



■ Managing a Diverse Workforce

■ 1 Day

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Managing a Diverse Workforce

(1 Day)

Business Benefit

Both legal and moral imperatives make Equality and Diversity in the workplace a prerequisite for any organisation working in today's multi-cultural society. This course looks at how organisations can embrace diversity and unlock the vast amounts of talent and creativity within the workforce.

Who Should Attend?

- Anyone and everyone who works with other people.

Learning Objectives

By the end of this course you will be able to...

- The impact of cultural diversity on the management process
- The influence of culture on communication
- Intercultural conflict resolution strategies
- How to analyse performance in cross-cultural situations

Course Content

The First Steps in Managing Diversity

- Assessing one's own beliefs about work values
- Identifying work values of others from different cultural backgrounds
- Examining leadership assumptions from a multicultural perspective

The Impact of Culture on the Management Process

- Models for understanding the behaviour of employees from diverse backgrounds
- Cultural differences in one's management approach

Communicating Interculturally

- Key principles in intercultural communication
- How cultural and ethnic differences shape the conflict process
- Negotiating outcomes with cultural differences in mind

Cultural Dynamics of Work Performance

- How different cultures define and evaluate effective performance
- Building Common workplace norms
- Empowering employees to maximize diversity's potential in relationships with others

You may also be interested in

Recruiting & Interviewing Skills

2010

11 Jan • 08 Feb • 08 Mar • 13 Apr • 11 May • 08 Jun
09 Jul • 10 Aug • 10 Sep • 08 Oct • 09 Nov • 08 Dec

Price: **£395**
per person

2011

10 Jan • 07 Feb • 07 Mar • 11 Apr • 10 May • 07 Jun

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Made course interesting and was non judgemental"

"Definitely invaluable within today's society"

"Course gave good ideas to tackle problems within team"

