

DYNAMICS OF DIVERSITY MANAGEMENT™

Introduction

Diversity includes gender, personality, ethnicity, talent, occupational and even age differences.

Organizations that have sound policies and practices for managing diversity will find that they can both attract and retain talent from a wider pool. Highly talented people, who may be from a minority group, may feel more attracted to, secure and motivated when working in such an organization or team. There is cost advantage in investing in such a policy, especially in reduced absenteeism or staff turnover as recruiting and training to replace skilled staff can be a costly process.

From a marketing perspective, insight and sensitivity to diversity issues, particularly for the diverse consumer, has obvious advantages. Organizations that have flexible policies and systems for attracting, recruiting, developing, rewarding and motivating a diverse workforce, are said to be managing diversity.

Learning Objectives

By the end of this program, participants will

- Understand how personality, gender and culture influence thinking, emotional and learning styles.
- Recognize a range of different thinking styles and types related to this program.
- Understand the nature of diversity in work organizations
- Be able to define and measure diversity and recognise the main underlying laws for cultural diversity.
- Know why managing diversity is good business sense.
- Understand the importance of ensuring equal and fair treatment for all employees.
- Appreciate the essential competencies and value differences for communicating within diverse groups.
- Understand the role of managers and leaders in managing and developing diverse teams.
- Learn to act appropriately with those who are different.
- Know how to manage conflict and those with differing views and agendas.
- Develop a personal development action plan
- Appreciate the essential differences between people's values and their underlying assumptions

Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- Defining Diversity Management
 - Advantages & Disadvantages
- Key Diversity Elements
 - Gender, Age, Occupation and Education
 - Personality Trait Differences
 - Ethnic & Racial Differences
 - Culture, Language and Religion
- The Iceberg: Model of Behaviour, Values, Attitudes and Needs
- Diversity Management
 - Awareness, Scope and Policy
 - Competences
 - Equality versus Equity
 - Compensation & EEO
- Gender issues across different cultures
- Assessing and Measuring Diversity
- Diversity Training
 - Policies and Discrimination
 - Socio-Cultural
 - H.R. and Legal Matters
 - Communication Skills
- Leading and Building Diverse Groups
- Personal Development Action Plan

Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant's to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop .

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions.

Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client's needs.

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