

# Diversity

Course Length: 1 Day

**Prerequisites:** None.

**Course Objectives:** After completing this course, students will know how to:

- ◆ Address common misconceptions about diversity and identify the advantages of a diverse work[place].
- ◆ Identify the impact of cultural differences on relationships, and identify personality styles and the influence of your personality on others.
- ◆ Identify the barriers to diversity, responses to discrimination, as well as ways to deal with and avoid discrimination.
- ◆ Communicate effectively in a diverse workplace and provide effective feedback to others.
- ◆ Manage a diverse workforce, and develop a diverse workplace while avoiding common pitfalls.

## Course Content

### Unit 1: Fundamentals of diversity

Students will learn **what diversity is, common misconceptions about diversity, and the various approaches used to deal with a diverse workforce**. Students will learn how a diverse workforce provides significant advantages to an organization.

**Topic A:** Overview of diversity

**Topic B:** Advantages of diversity

### Unit 2: Identifying differences

Students will learn about **various cultural differences** and how cultural differences can impact how people relate to one another. They will also learn how **various personality styles** can influence their interpersonal relationships, present personality challenges and offer opportunities for improving relationships.

**Topic A:** Cultural differences

**Topic B:** Personality styles

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*If you have any questions about this course, please call CompuTrain at (713) 349-9186.*

### **Unit 3: Overcoming barriers to diversity**

Students will learn about the various **barriers to diversity**. They will learn how individuals respond to discrimination in two basic ways: with an **inward response** and with an **outward response**. Next, they will learn the **three negative approaches to discrimination**. Finally, they will learn that they can avoid discriminating others with an **accepting attitude**.

**Topic A:** Barriers to diversity

**Topic B:** Dealing with discrimination

### **Unit 4: Communicating in a diverse workforce**

Students will learn how to **communicate effectively** in a diverse workplace and welcome new members into their organization. They will learn how to **motivate diverse members of a team** and **manage conflicts** in a diverse group. Finally, they will learn to **identify an individual's preferred method** of receiving feedback and how to provide effective feedback using that method.

**Topic A:** Effective communication

**Topic B:** Evaluations and feedback

### **Unit 5: Managing diversity**

Students will learn how to **proactively manage diversity** in a workforce. They will learn how to **identify and avoid common pitfalls** when managing diversity. Finally, they will learn how to use the skills needed to **develop a diverse workplace**.

**Topic A:** Manage diversity in a workforce

**Topic B:** Develop a diverse workplace