



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Diversity & Equal Opportunities

Overview

The focus of the course is to facilitate positive intergroup interaction, reduce prejudice and discrimination, and generally teach learners who are different from others how to work together effectively.

Objectives

- Increase cultural awareness
- Respect in the Workplace
- Reduce Discrimination & Prejudice
- Increasing the inclusion of different identity groups
- Promoting better teamwork
- Create a positive work environment

Course Prerequisite

Read, Write & Understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

All staff members

Course Outline

This course consists of the following 5 modules

Module 1	Overview of Diversity; What exactly is Diversity?; Fundamentals of Diversity; How we Differ; Rethinking Biases and Assumptions; What is EEO? (Equal Employment Opportunity); What is AA? (Affirmative Action); Approaches to deal with diverse workforces; Teamwork; Promote Diversity = Improve Morale
Module 2	Benefits of Diversity; Identifying differences (Cultural & Personalities); Positive Attitude; Cultural Differences; Personality Styles; Personality Challenges
Module 3	Barriers to Diversity; Prejudice & Discrimination; Overcoming Barriers to Diversity; Responses to Discrimination; Dealing with Discrimination; Guidelines to avoid Discrimination
Module 4	Communication in a Diverse Workforce; Steps for Effective Communication; Common Communication Challenges; Conducting Evaluations; Giving Feedback; Effective Communication; Active Listening; Giving Feedback
Module 5	Manage Diversity in the Workplace; Develop a Diverse Workplace; Pitfalls of Managing Diversity; Skills for Managing Diversity; Putting Diversity to Work; Making Diversity a C.H.O.I.C.E; Transitioning through Change; Embracing Change with Confidence; Managing People in Conflict; Advantages of Diversity

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire