



PST TRAINING (PTY) LTD

# PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Fax: 086 634 6330

Cell: 082 894 6643

Email: info@psttraining.co.za

## Diversity & Inclusion

### Overview

The "Rainbow Nation" is a well-known phrase used for the people of South Africa. Our population is a diverse range of cultures, races, languages, and faiths. Cultural diversity remains one of South Africa's biggest issues even as the country grows increasingly diverse but integrated as a result of its democratic transition. This is particularly true of the workplace, which serves as a small-scale version of the rich diversity of the nation every day where we work. Because of this, employers are aware that they need to assist staff in appreciating, recognising, and using individual differences. Through this course, both companies and employees will be able to respond to workplace diversity challenges in a transparent and trustworthy manner.

### Objectives

- Awareness around diversity issues in the workplace
- Issues faced by underrepresented minorities, gender inequality, small-scale harassment, etc.
- Implicit bias and discrimination; perceptions and challenges
- Help employees better understand the reasons behind their co-workers' actions and help them become aware of their feelings
- Foster strong communication and teamwork skills to improve working environments
- Learn how to address racism, bigotry, micro aggressions, and other issues

### 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 7 modules

<b>Module 1</b>	A synopsis of South Africa's past that highlights the indoctrination of inequality; Understand the purpose of the Employment Equity Act; Introduction to Diversity, Equity, and Inclusion; Recognition and transparency: Personal Level, Interpersonal Level, Organisational Level, Understand and appreciate differences
<b>Module 2</b>	<b>Dimensions of Diversity:</b> Racial Diversity; Ethnic Diversity; Ability Diversity; Gender Diversity; Age Diversity; Religious Diversity; Sexual Orientation; Cultural Diversity; Socioeconomic Diversity; Parental and Marital Status
<b>Module 3</b>	<b>Importance of diversity in teams:</b> The benefits of diversity in team members; Improved relationships with clients and new opportunities; Improved products, services, and employee retention; Improved relationships, creativity and productivity in teams
<b>Module 4</b>	<b>What is Bias?</b> Unconscious Bias; Stereotypes; Prejudice; Discrimination; Harassment
<b>Module 5</b>	<b>Disagreements and conflicts arising from diversity in a team or the workplace:</b> How does diversity affect conflict?; Examples of diversity conflicts; Consequences of Unresolved Conflict at the Workplace; Identify and manage unfair discrimination and discriminatory practices; What is micro aggression?
<b>Module 6</b>	<b>Communication Strategies:</b> Communication Barriers; Verbal Communication Skills; Nonverbal Communication Skills; Implementing Inclusive Language; Active Listening
<b>Module 7</b>	<b>Managing Diversity in your organisation:</b> Inclusive Leadership; Prioritising DEI in the Workplace; Workplace Culture and Policies; Encouraging Respect and Belonging

### Additional Information

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