



Effective Diversity Management

Plan, Manage, and Foster your Organisation's Diversity

► Upcoming Sessions

03-07 Jun 2024	London - UK	\$5,950
23-27 Sep 2024	Istanbul - Turkey	\$5,950
03-07 Feb 2025	London - UK	\$5,950

► Training Details

Training Course Overview

According to Apple Inc., "The most innovative company must also be the most diverse" (Apple, 2018). Harnessing the power of diversity and inclusion is essential for the viability and success of every organisation. People who feel fully welcomed, valued, respected, and included by their colleagues and their organisations will fuel this growth. Put simply, diversity works. However, diversity without inclusion is not enough. Inclusion, while closely related, is a separate concept.

SHRM defines inclusion as "the achievement of a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organisation's success". Current research has identified a very basic formula: Diversity + inclusion = better business outcomes (Deloitte, 2018).

Over forty years of diversity training, research has demonstrated that diversity training can have a significant positive impact, especially when it targets awareness and skill development and occurs over a significant period of time. Diversity training effectiveness depends on the training methods used, the personality characteristics of those being trained, and the specific outcomes that are measured after training concludes.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Manage a culturally diverse and inclusive workforce
- Understand and appreciate cultural difference
- Identify unconscious bias in self and others
- Promote the idea of diversity and inclusion in teams and your organisation
- Improve your Cultural Intelligence (CI)

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who want to learn about diversity and inclusion
- All Human resource (HR) Professionals, Managers and Business Partners
- Team leaders, supervisors, section heads and managers
- Professionals who have an interest in managing diverse groups of people
- Anyone who needs to understand how to apply best-practice in diversity management

► Training Details

Day One: Understanding Diversity

- ▶ The drivers of diversity in the workplace
- ▶ The major components of diversity
- ▶ Types of diversity
- ▶ Understanding stereotyping
- ▶ Creating a 'speak-up' culture

Day Two: Creating an Inclusive Organisation

- ▶ Understanding the drivers of inclusion in the workplace
- ▶ The business case for inclusion
- ▶ The inclusive workplace
- ▶ Inclusion and transformational leadership
- ▶ Going beyond rhetoric: encouraging inclusion in your workplace

Day Three: Mitigating Unconscious Bias

- ▶ Types of Bias 1: affinity, ambiguity, confirmation
- ▶ Types of Bias 2: attribution, comparison
- ▶ Stereotypes and biases
- ▶ Understanding yourself: understanding others
- ▶ Preventing and dealing with workplace discrimination

Day Four: Developing your Cultural Intelligence

- ▶ The need for Cultural Intelligence (CI)
- ▶ Understanding yourself: understanding others
- ▶ The seven levels of culture
- ▶ Cross-cultural negotiation
- ▶ Multi-cultural teams and teamwork

Day Five: Diverse Communication and Presenting the Case

- ▶ Differences in Communication
- ▶ Barriers to cross cultural communication
- ▶ Body language - a cultural perspective
- ▶ Presenting the case for diversity and inclusion in your workplace
- ▶ Personal Action Planning (PAP)

► The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

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