

Course Overview:

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

Course Objective:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action

Course Outline:

- Understanding Diversity
- Understanding Stereotypes
- Stereotypes vs. Biases
- Identifying Your Baggage
- Breaking Down the Barriers
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Being Proactive
- Encouraging Diversity in the Workplace
- Dealing with Diversity Complaints as a Person
- Dealing with Diversity Complaints as a Manager
- Dealing with Diversity Complaints as an Organization

Who Should Attend:

- All employees, manager, engineer, operators , secretary... ect

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation