

Cultural Diversity in the Workplace – 1 Day



Pre-requisites

There are no pre-requisites for this course.

Description

Do you need to:

Develop an understanding of cultural diversity and how to manage it effectively to improve workplace relationships, teamwork, productivity, market knowledge, community relationships, customer service and competitiveness.

Aim

The common aim of cultural diversity training is to help individuals and organisations to achieve and develop their cultural competence. Cultural competence is broadly defined as the awareness, knowledge, skills, attitudes, practices and processes needed to function effectively in situations characterised by cultural diversity.

It comprises cultural self-awareness, knowledge of other cultures and the ability to communicate and collaborate across cultures.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

- Learn about cultural diversity in the workforce and the business case for managing cultural diversity
- Identify the actual and potential impacts and benefits of cultural diversity
- Increase your understanding of culture and cross-cultural interactions
- Develop your cultural awareness and cross-cultural communication skills
- Develop an action plan for managing cultural diversity in your business

Topics Covered

Key topics covered on this course include:

What is Cultural Diversity?

- Understanding cultural diversity
- Managing cultural diversity

Culture Shock and Inclusion

- Cultural Shock
- Equality, trust and inclusion
- Benefits of cultural diversity in the workplace
- Establishing an organisational culture
- Turning our differences into opportunities

Stereotypes

- Open mindedness, acceptance and tolerance
- Stages of diversity management
- Building Emotional Intelligence
- EID Model

Cross-Cultural Communication

- What is cross cultural communication
- The Iceberg Model
- The meaning of language
- Beliefs, values, attitudes and prejudices
- Open mindedness and acceptance
- Cultural Diversity impacts on team and team effectiveness

Legal and Risks

- Legal obligations
- Risk Management



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