

MANAGEMENT DEVELOPMENT PROGRAMMES

HUMAN RESOURCE

Course Title	: MANAGING DIVERSITY – MAKING THE MOST OF YOUR WORKFORCE
Course Code	: HR: MD - MtMoYW
Course Overview	: The people within a company, are what distinguishes a great organisation from a poor one. For organisations to remain competitive their greatest asset – the employees – need to be retained and remain motivated. Employers must seek to develop every individual talent of each member. Managing diversity is about valuing the differences people from varied backgrounds bring to an organisation and nurturing these. This not only can lead to improvements in customer care, but can also attract and retain talent. Therefore, it is about promoting a culture which encourages different groups to work together without prejudice, bullying or stereotyping. This course is concerned with recognising diversity as an opportunity and not a challenge.
Target Audience	: Anyone who is new to the concept of diversity, especially line managers, and those who wish to discover how to add value to their business through their people.
Selected Session Topics	: <ul style="list-style-type: none"> - What are the issues affecting different ‘groups’ of people – including education, employment and promotion prospects - Effective communication to build productive relationships - Why everyone is uniquely different - Personal ‘models’ of the world and internal ‘filters’ - Assertiveness vs bullying
Key Take-Away	: <ul style="list-style-type: none"> - Discover what is diversity. - Maximise performance and service delivery. - Harnessing the creativity of individuals. - Know how to recognise the diversity of your clients. - Discover what is ‘best practice’ and its place within the workplace.

