



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Diversity (First Edition)

Course Specifications

Course Number: AXO84–127

Days: 1 (6 hours 30 min.)

Description: This ILT Series course covers diversity in the workplace for employees, supervisors, team leaders and managers. Students will learn what diversity is and how it influences their relationships with others, and how to differentiate between—and overcome—stereotyping, prejudice, and discrimination. Students learn how communication skills help in managing a diverse workforce and how diversity influences relationships between co-workers. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Topic-Level Outline

Unit 1: Fundamentals of diversity

Topic A: Overview of diversity

A–1: Identifying characteristics

A–2: Identifying misconceptions

A–3: Identifying approaches

Topic B: Advantages of diversity

B–1: Identifying benefits

Unit 2: Identifying differences

Topic A: Cultural differences

A–1: Identifying cultural differences

Topic B: Personality styles

B–1: Identifying personality styles

B–2: Addressing personality challenges

B–3: Improving relationships

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Unit 3: Overcoming barriers to diversity

Topic A: Barriers to diversity

A–1: Identifying stereotypes and discrimination

Topic B: Dealing with discrimination

B–1: Recognizing a negative approach to diversity

B–2: Avoiding discrimination

Unit 4: Communicating in a diverse workforce

Topic A: Effective communication

A–1: Communicating effectively

A–2: Identifying communication challenges

Topic B: Evaluations and feedback

B–1: Conducting evaluations and giving feedback

Unit 5: Managing diversity

Topic A: Manage diversity in a workforce

A–1: Identifying the importance

A–2: Identifying the process

Topic B: Develop a diverse workplace

B–1: Avoiding pitfalls

B–2: Identifying skills

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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