

Diversity

1 day

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.

Prerequisites

- *None*

Course Outline

Unit 1: Fundamentals of diversity

Topic A: Overview of diversity

Topic B: Advantages of diversity

Unit 2: Identifying differences

Topic A: Cultural differences

Topic B: Personality styles

Unit 3: Overcoming barriers to diversity

Topic A: Barriers to diversity

Unit 4: Communicating in a diverse workforce

Topic A: Effective communication

Unit 5: Managing Diversity

Topic A: Manage diversity in a workforce