

**Soft-Train**



*At Soft-Train  
Technology Works*

## Diversity Awareness (2 Days)

**COURSE GOAL:** To enable students to respect and value the differences of individuals and different groups.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Understand the issues surrounding diversity
- Use diversity to build strong teams
- Relate better with people from diverse backgrounds.
- Lead diverse teams.

**KEY TOPICS:**

- I. Defining Diversity**
- II. Issues in Diversity**
- III. Looking Inward**
  - A. Tools for Self-Awareness**
- IV. Looking Outward**
  - A. Understanding People from Diverse Backgrounds.**
- V. Effective Communications in a Diverse Organization**
- VI. Diversity and Team Building**
- VII. Managing Conflict**
- VIII. Leadership**
- IX. Leading Change**
- X. Leadership at Every Level**