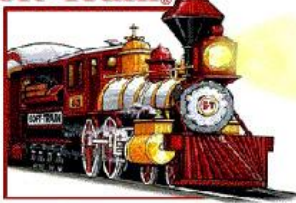


Soft-Train



*At Soft-Train
Technology Works*

Diversity Awareness (1 Day) ST00044

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.
- Better understand the different aspects of paradox's

KEY TOPICS:

I. Introduction

- A. Changing Work Structures
- B. The Confluence of Three Variables Have Created Transnational Organizations
- C. Meeting Learning Needs
- D. Foundational Influences
- E. Using Paradoxes
- F. The Five Paradoxes
- G. Paradox of Focus
- H. Paradox of Communication
- I. Paradox of Action
- J. Paradox of Response
- K. Use of Proactive Questions

II. Paradox of Knowing: Knowing Self and Honoring Others

- A. Leadership, It's About You...
- B. Developing Self-Awareness
- C. Clarity About Values that Guide Actions
- D. Awareness of Your Social Identity
- E. Knowing Yourself and Appreciating the Other: A Five-Step Development Process
- F. The Self in the Context of Another
- G. Activities to Support "Knowing Yourself and Honoring Others"

III. Paradox of Focus: “I”-Centric and “We”-Centric

- A. Contrasting Cultures: “I-Centric and We-Centric”
- B. Global Performance Management Scenario
- C. The Contradictions in Individualistic and Collective Cultures
- D. “We-Centric”-Based Performance Management
- E. “I-Centric”-Based Performance Management
- F. Activities to Support “I-Centric and We-Centric” Orientations
- G. Assessing the “Paradox of Focus”

IV. Paradox of Communication: Communicating Across Differences

- A. Communication is the Challenge for Transnational Leaders
- B. Who is (Are) The Transnational Leaders(S) in This Case
- C. What Are the Organizational Risk
- D. What Do You Need To Understand About Intercultural Communication
- E. The Dilemma of Communicating With Words: Direct and Indirect
- F. The Dilemma of Communicating Feelings: Expressive and Restrained
- G. The Dilemma of Communicating Outcomes: Linear and Circular
- H. Communicating In the “Space Between”

- I. The Transnational Leader, The “Space Between,” and Dialogue
- J. “Live” Dialogue

V. Paradox of Action: Doing and Reflecting

- A. Balancing Action and Thought
- B. How Much Time Do You Spend Reflecting On What You Are Doing?
- C. The Impact of Doing: The Need For Reflecting
- D. Quadrants of Reflection
- E. Cultural Implications of the Questions
- F. On Action: Individual
- G. On Action: Group
- H. In Action: Individual
- I. Leader’s Role

VI. Paradox of Response: Short Term and Long Term

- A. Time Orientation and Time Perspective
- B. Paradox of Response Scenario
- C. Driving Forces
- D. Role of the Firm “The Global Network”
- E. Time Concepts “Sequential/ Synchronous”
- F. Unintended Consequences
- G. Sustainability
- H. Developing a Broader Sense of Time

VII. Embracing the Paradoxes

- A. The Paradox of Knowing
- B. The Paradox of Focus
- C. The Paradox of Communication
- D. The Paradox of Action
- E. The Paradox of Response

- F.** Developing Transnational Leaders
- G.** Eight Workshop Design Considerations