

Soft-Train



*At Soft-Train
Technology Works*

Managing a Diverse Workforce (4 Days)

COURSE GOAL: To recognize the value of cultural, ethnic, gender and individual differences.

PREREQUISITES: None

LEARNING OBJECTIVES:

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

- Understand the nature of diversity.
- Create a diverse team
- Manage a diverse team for the best possible results.
- Communicate better with diverse employees
- Understand the value of diversity in the workplace.

KEY TOPICS:

I. Making Diversity Work

- a. Diversity then and now
- b. Examining the four layers of diversity
- c. The range of cultural behaviors and expectations
- d. Learning the cultural etiquette of communication
- e. Building multicultural teams
- f. Making meetings work
- g. Performance evaluation

II. Integrating Diversity into your Organization

- a. Creating a culture that embraces diversity
- b. Why diversity programs fail
- c. Conducting a diversity audit
- d. Recruiting
- e. Making room at the top
- f. Evaluation and Measurement

III. Rounding out your knowledge base

- a. Diversity today
- b. Valuing diversity
- c. Diversity Resources
- d. Making diversity work.