Workplace Diversity

Course Overview

Our Workshop Diversity course will help participants understand what diversity is, and how they can create a more diverse environment. They will be instructed on how to use active listening and employ effective questioning techniques. By learning the right complaint resolution skills and choosing the right course of action communication throughout your business will be strengthened.

Module 01 – Getting Started

Module 02 – Understanding Diversity

Module 03 – Understanding Stereotypes

Module 04 – Breaking Down the Barriers

Module 05 – Verbal Communication Skills

Module 06 – Non-Verbal Communication Skills

Module 07 – Being Proactive

Module 08 – Coping with Discrimination

Module 09 – Dealing with Diversity Complaints as a Person

Module 10 – Dealing with Diversity Complaints as a Manager

Module 11 – Dealing with Diversity Complaints as an Organization

Module 12 – Wrapping Up