

# Workplace Diversity Workshop

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With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. In South Africa workplace diversity is no longer optional and getting people to work together is essential. Participants will be provided with a brief history with regards to diversity and South African legislation with regards to the requirements of a diverse workforce. Participant will be able to understand and recognize stereotypes, biases, prejudice and discrimination. They will be provided with skills that will allow them to remove barriers and stereotypes, in order to encourage diversity in the workplace.

The Workshop Diversity workshop will help participants understand what diversity is all about, and how they can contribute towards creating a more harmonious diverse world at work. Participants will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with power.

The prescribed book for this workshop is: La Grange, Z. (2014). Good Morning Mr Mandela.

## Workshop Objectives:

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- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for individuals have the perspectives they do
- List strategies for removing barriers to encouraging diversity in the workplace
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques and communicate with power
- Identify ways to encourage diversity and prevent discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process (for Supervisors and Managers)
- List the steps a manager should take to record a complaint, analyse the situation, and take appropriate resolution action



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