

# MANAGING DIVERSITY

## Introduction

Globalization and labour mobility have increased the importance of effective intercultural communication. Whether your job is to manage a multicultural workforce at home or your job entails travelling to distant lands you'll benefit by the increased cultural awareness you'll obtain by attending this comprehensive 1-day seminar.

## Objectives

- Develop skills for communicating more effectively with people from diverse cultural and racial backgrounds
- Improve participants' effectiveness in international encounters
- Minimize potential misunderstandings in the workplace and overseas
- Identify the skills needed by managers working globally

## Course Outline

### *Module 1*

- Introductory exercise
- Discussion of pre-seminar assignment
- Cultural Exercise 1: How cultures differ when faced with a dilemma
- Promotion of workplace diversity
- Cultural Exercise 2: Form completion

### *Module 2*

- What is culture?
- The cultural iceberg
- DVD

- High and low context cultures
- Self-assessment: Values and attitudes
- The significance of Time, Uncertainty and Power Distance
- Circle Task

### *Module 3*

- Global cultural awareness scale
- Skills for multicultural managers: Individual and team task
- Profile: Self-assessment
- DVD
- Gender quiz
- Communicating with the opposite sex
- The significance of religion; Christianity, Islam, Judaism, Hinduism, Confucianism
- Stereotypes

### *Module 4*

- Cultural assumptions about management
- How to manage a culturally diverse workforce
- The culturally competent person
- The 10 variables of culture
- Case study
- Speaking English to non-native speakers
- Body language in different cultures

## Seminar Leader

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