

Course Description

Managing a Culturally Diverse Workforce AMS230

Overview

This course will increase awareness of how to successfully manage in a multi-cultural work environment. It provides participants with factual information about the changing composition of the workforce. It offers opportunities to examine how personal biases of managers can impact employee performance, retention and morale. The course fosters appreciation for the valuable contributions the increasingly diverse workforce can make to an organization.

After completion of this workshop, participants will be able to:

- Understand the dimensions of diversity
- Find common ground with people who seem different from you
- Define workplace diversity
- Explore the changing nature of the workforce and recent workforce statistics
- Interrupt stereotyping and discriminatory behavior before it becomes harmful
- Build a dialogue about diversity in your organization
- Establish an effective work environment
- Respect, retain and make good use of all employees

Format

This course is highly interactive and adaptive to the participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Delivery Options

Duration

1 Day/Online 6 hours

Who Should Attend

All levels of management and human resource staff would benefit by taking this course.

