



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Managing Diversity for Organizational Success

ACCREDITED BY
ACCETQ
A Partnership for Quality®

Leadership Development



275-P26-CE



In-Class



8 hours

Course Description:

Improving diversity knowledge is a required component of every company. With more and more businesses having a global presence, workplace diversity is a foregone conclusion. Your participants will be able to use strategies to be proactive and remove barriers. They will be shown how to build and encourage diversity in their workplace and community.

Our program 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.

Target Audience:

This program is designed for all managerial levels at any organization.

Course Objectives:

- Explain the definition, terms, and history of diversity
- Understand and respond to personal complaints, and develop a support system to manage the resolution process

Course Outline:

Module One: Workplace Diversity

Understanding Diversity

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, it's How You Say It

Module Two: Dealing with Diversity Complaints

Being Proactive

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

Coping with Discrimination

- Identifying if You Have Been Discriminated Against
- Methods of Reprisal
- Choosing a Course of Action

Dealing with Diversity Complaints as a Person

- What To Do If You're Involved in a Complaint
- Understanding Your Role
- Creating a Support System

Dealing with Diversity Complaints as a Manager

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path



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Dealing with Diversity Complaints as an Organization

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None