

7. EMBRACING DIVERSITY: A GLOBAL IMPERATIVE

LEARNING OBJECTIVES:

At the end of this three-day Learning Intervention, the participants will be able to:

- Explain how leadership today is a multicultural challenge;
- Describe what diversity is all about, and how we can help create a more diverse world at work and at home;
- Use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and, communicate with strength;
- Elaborate on the new global trends, which are impacted by diversity;
- Practice the new literacies of organizations: personal, social, business, and cultural; and,
- Develop strategies to support global and local challenges and opportunities.

LEARNING OUTLINE:

- Building Knowledge and Awareness of Diversity.
- Describing the Major Diversity Characteristics.
- Understanding Diverse Clients.
- Managing Diverse Teams.
- Recruiting and Developing Cross-cultural Talent.
- Developing Strategies for Cultural Change.
- Adapting and Developing a Cultural Intelligence (CQ) leadership style.
- Demonstrating Respect.
- Understanding the “Generations”.

LEARNING OUTCOMES:

1. Enhancing knowledge of participants resulting in an increased level of appreciation for diversity, and becoming familiar with workplace diversity.
2. Learning how diversity issues impact us in our daily interaction and in the workplace.
3. Identifying personal goals.
4. Providing participants with information on rationale of legislative framework and human rights' acts.
5. Achieving an understanding of the benefits of a diverse labor force.
6. Attaining a commitment to change and progress, by valuing differences.
7. Building commitment with other leaders.
8. Examining our motivation, and seeking to understand.