

Diversity Skills

1. Overview

The purpose of this programme is to equip participants with the knowledge and skills needed to effectively manage and embrace diversity in the workplace. This programme is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

2. Programme Outcome:

Topic 1: Demonstrating knowledge and understanding of diversity in the workplace

- Diversity is defined in terms of differences within a unit, including difference in backgrounds, culture, beliefs, values, race, age, sex, language and education
- Diversity is explored as a potential source of discrimination
- The implications of diversity for external and internal relationships is examined and explained with examples
- Cultural biases, stereotypes and perceptions are identified together with the influence they can have on dealing with diversity

Topic 2: Demonstrate understanding of the reality of diversity and its value in a unit

- The benefits of diversity in team members and clients are explained with examples
- Diversity is explored as a potential source of discrimination
- The implications of diversity for external and internal relationships is examined and explained with examples
- Cultural biases, stereotypes and perceptions are identified together with the influence they can have on dealing with diversity

Topic 3: Managing team members taking into account similarities and differences

- Diversity in beliefs, values, interests and attitudes are identified through interaction within a unit
- Common beliefs, values, interests and attitudes that will serve a basis for leading the team are recognised through interaction within a unit
- The expression of diverse viewpoints and ways of being is encouraged in a unit through management activities
- Sensitivity towards and understanding of diversity are demonstrated through management activities

Topic 4: Deal with disagreements and conflicts arising from diversity in a unit

- Incidents of conflict and disagreement are acknowledged and managed in a way that enhances relationships in a unit
- Cases of unfair discrimination and discriminatory practices are identified and managed at the appropriate level of authority in the entity
- Disagreements and conflict are used as opportunities for learning to improve the cohesion in a unit

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Qualification:	Certificate of Completion
Duration:	2-Months
Programme Type:	Category B – Workplace-Based Learning Program
Programme ID:	PA0852
SAQA US:	252043
NQF Level:	5
Credits:	6
Entry Requirements:	Communication & Mathematical Literacy at NQF 4
Training Options:	Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. Alternatively, the learning material will be emailed to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(252043 US):** Manage a diverse work force to add value

4. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation