

## Managing Diversity Effectively

*“The biggest threat to an organization is not external but internal – and comes from executives surrounding themselves with people who think like them.” - Deepak Sethi*

The business case for diversity is well-documented. Diversity is not just about compliance and equality. Diversity is great for recruitment, retention and profit. Organizations that are rated by business analysts as top companies to work for by women and minority groups are also increasing their bottom lines. Diversity has been proven to increase creativity and drive innovation.

Diversity is not about an ‘us’ versus ‘them’ thinking. It is about understanding and leveraging individual similarities and differences, whether they are based upon gender, nationality, generation or personal preferences. Managing diversity is not solely the responsibility of the organization but also the responsibility of every individual member of the organization.

The central objective of this program is to help people who think differently to work together and create extraordinary results for shareholders, customers, employees and the community.

**Target Group** People who want to create better results through managing their diversity.

**Objectives** At the end of the learning event participants will be able to:

- accept personal responsibility for managing diversity
- demonstrate an understanding of various lenses for diversity and identity.
- identify and understand their personal values and preferences and the influence that they have on their interpersonal interactions.
- communicate effectively with people who think differently.
- recognize and bridge differences that are preventing effective cooperation and accept differences that don't actually make a difference.

**Content**

- Gender, generational and cultural differences
- Personal preferences and type (MBTI©)
- Communication styles and strategies
- Values and behavior
- Conflict styles and strategies (ICS©)
- Dealing successfully with difficult situations

**Learning Methodology** The participants will be expected to do some preparation in advance of the program and provide input on their own experience of diversity to date.

The workshop will involve experiential-based learning activities, case studies, brief presentations, learning instruments, group activities and discussions.

The participants will be asked to develop a specific action plan to promote and manage the diversity present within their own group or team.

**Workshop** This is a two-day workshop for a group of up to 16 participants working with two Clarion Learning consultants – either onsite or at an offsite location.