



Job Globalization Cultural Diversity

Course Introduction:

The full impact of globalization in the workplace has yet to be realized, but as more companies embrace this trend and become more diverse, certain changes are emerging. While many of these changes are good, others may not be as positive. Small business owners are learning that they have to adopt new policies and new guidelines to keep up with these changes.

Course Objectives:

Upon successful completion of this course, participants will:

- Participants will gain understanding and knowledge of what creates their cultural lens.
- They learn why men and women communicate differently, what drives the communication style of other cultures, how to resolve conflict and how to maximize the benefits of a diverse workplace.
- Everyone leaves the session with a better awareness of their own personal values and how their past has created their current perceptions, behaviors and communication style. They develop new understandings for their own personal growth

Who Should Attend?

- Senior HR Managers who have the overall responsibility for recruitment and selection in their respective organizations
- Senior Line Managers involved in assessing job requirements and developing competency in members of staff

Course Outline:

Module One: The Business Case for Managing Cultural Diversity

- Understanding Diversity Management
- Diversity Management: The Big Picture
- The Industry Environment: Cultural Diversity and Business Challenges
- The Business Case for Managing Cultural Diversity
- Stages of Diversity Management
- Developing Your Own Business Case for Managing Cultural Diversity

Module Two: Cross Cultural Communication

- Understanding Culture and Cultural Diversity in Australia
- The 4 Basic Elements of Cross Cultural Communication
- Understanding the Process of Cultural Adaptation
- Developing Organizational and Personal Cultural Competence

Module Three: Managing Culturally Diverse Teams

- Competencies for Managing Culturally Diverse Teams
- Managing Culturally Diverse Teams
- Skills for Building Trust and Communication

Factoring Cultural Diversity into Business Planning

- An Integrated Framework for Diversity Management
- Diversity Analysis Checklist Exercise: Project Analysis
- Developing a Cultural Diversity Management Action Plan

Module 4: Cultural Diversity Management Resources and Support

- Introduction, Resource and Support
- Glossary of Key Terms
- Review and Evaluation

Module 5: Managing Cultural Diversity Training Facilitation Guide

- Introduction to the Facilitation Guide
- Introduction to Cultural Diversity Management Training
- Training Workshop Preparation Guide
- Training Workshop Facilitation Guide

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

