

MODULE HIGHLIGHTS

Module Purpose

This module is a social and business building block to align participants with 21st century high-performance business cultures. The module introduces participants to essential knowledge and skills necessary to successfully manage diverse individuals and workgroups. It is designed to motivate participants to learn about the dynamics of diversity and their roles and responsibilities for valuing and managing diversity.

High-performance organizations of the 21st century emphasize the importance of:

- ◆ Diversity and inclusion.
- ◆ Valuing diversity.
- ◆ Using the advantages of diversity and inclusion for growth and expansion in a global marketplace.

Diversity covers a wide array of topics including race, gender, ethnicity, age, disability, sexual orientation, physical ability, and much more.

Module Objectives

Part 1: From Valuing Diversity to Managing Diversity

- ◆ Define diversity and recognize the many dimensions of diversity.
- ◆ Identify five skills for managing diversity effectively.
- ◆ Identify ways to demonstrate valuing differences, taking action and overcoming barriers.

Part 2: Meeting New Challenges: The Changing Workforce:

- ◆ Identify demographic changes in the workforce.
- ◆ Identify the challenges involved in managing a diverse workforce.
- ◆ Identify four business imperatives for managing diversity.

Part 3: Using a Flexible Approach to Managing Diversity:

- ◆ Identify and use flex-management strategies.
- ◆ Practice using flex-management approaches.

Part 4: Change Strategies for Managing Diversity:

- ◆ Determine your current skill level in managing diversity.
- ◆ Write a personalized self-development plan with realistic, actionable items for managing diversity back on the job.