

## MANAGING DIVERSITY: Appreciating and Respecting our Differences

### IN-HOUSE TRAINING

#### WHAT'S INCLUDED

AstroTech Training will provide:

- > A detailed manual/workbook and electronic copy of course material
- > Professional presentation of the course content, case studies and practical exercises
- > One month of free telephonic and e-mail support included
- > Certificate of completion
- > Delivery of course material *(unless otherwise arranged)*
- > Travel and Accommodation for the Facilitator *(if required)*

#### PLEASE WILL YOU PROVIDE:

- > A suitable training venue with data projector
- > White Board and/or Flip Chart and markers
- > Lunch and refreshments daily

#### ★ COURSE OVERVIEW

Diversity in the workplace goes without saying in any South African business and yet, as a nation we are still experiencing some impediment to working harmoniously and productively together.

The benefits of a diverse team working positively and constructively together are huge but common understanding, respect, tolerance and appreciation of differences needs first to be cultivated.

In order to assist in this regard, AstroTech is offering training which covers the following course topics:

- > Understanding the business context of diversity
- > The benefits of diversity
- > Acknowledging differences and treating others with respect
- > Discrimination around:
  - > Race                      > Gender              > Sexual Orientation
  - > Disability              > Age                  > Religious Belief
- > Generalisations, stereotypes and prejudices
- > Self-awareness and consciousness of issues
- > Communicating effectively in a diverse environment
- > What terms are politically correct and what are not and why
- > Transforming team members in a healthy and respectful way
- > Achieving workplace transformation
- > Increasing retention of diverse employees
- > Attracting diverse employees that can add value to the business
- > Diversity barriers and overcoming them:
  - > Lack of influential mentors              > Lack of informal networking
  - > Lack of role models                      > Lack of high-visibility assignments
- > Diversity Best Practice
- > What about when you are outside the office?
- > Legislative factors and company policy
- > Leadership behaviour
- > Preventing and correcting inappropriate behaviour
- > Creating a positive working environment that is not sterile and is okay to still have some fun

... AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Employment Equity, Transformation and Diversity Managers
- Human Resources Managers, Practitioners and Supervisors
- Line Managers and Supervisors
- Team members with a diverse make-up

### ★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

### ★ OUTCOMES

After attending this course attendees should:

- Be able to present a business case for the need for diversity
- Facilitate improved staff understanding and relations and, therefore, staff dynamics
- Be able to develop a working environment that values diversity
- Understand how to lead a diverse team effectively

### ★ TERMS & CONDITIONS

- **PAYMENTS:**  
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:  
**COURSES INSIDE GAUTENG:** At least **SEVEN** working days prior to the course  
**COURSES OUTSIDE GAUTENG:** At least **TEN** working days prior to the course  
Absent delegates are charged for.
- **POSTPONEMENTS:**  
**POSTPONE WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 25% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course  
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.  
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**  
**CANCEL WITHOUT COSTS:** If you advise us **at least TWO** weeks prior to the course  
**PAY 50% OF THE COURSE FEE:** If you advise us **less than TWO** weeks prior to the course  
**PAY 100% OF THE COURSE FEE:** If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**  
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**  
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**  
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**  
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.