

## Diversity – 1 Days

Skills Category: Computer Skills

Unit Standard: 113836

NQF Level 3

Credits: 11



**Training & Consulting**  
*Unlocking your hidden Potential*

### Target Audience

Minimum 15 Delegates

All Staff members

### Course Aim

Our diversity training focuses on exploring cultural awareness, values, value conflicts, ethical dilemmas, communication, relationships and awareness, in an interactive and engaging way, which will improve communication and interpersonal relations among the workforce, leading to increased productivity and improved customer satisfaction.

### Course Objectives

- ❖ Explaining the importance of motivating a team.
- ❖ Demonstrating an understanding of self and team members in a workplace.
- ❖ Applying theories of motivation and group dynamics.
- ❖ Implementing a plan of action to strengthen a team.
- ❖ Providing feedback and recognizing achievements.

### Course Outline

#### *Lesson 1: Motivation*

- What Is Motivation?
- Why Motivate?
- Signs of Demotivation
- Techniques to motivate a team
- Feedback
- Receive feedback
- Active Listening
- Treat Other People with Empathy
- Management Styles
- Leadership Styles

- Setting Goals and Objectives
- SMART Objectives
- Obtain commitment from team members
- Rewarding Successful Team Performance
- Leadership

#### *Lesson 2: Understand Self and Team Members*

- Teamwork
- What Is A Team?
- The Structure of Teams
- Individual Exercise: Team Structure
- Your responsibilities as a team member

- Individual contributions to the team
- Create a Positive Working Environment
- Groups in Organizations
- Why are groups formed?
- Effective groups
- Group Roles
- Formal and informal groups in organizations
- Functions different groups in organizations
- The difference between a group and a team
- Groups versus Teams
- Developing groups into teams
- Different types of teams
- Characteristics of effective and ineffective teams
- The Six C's
- Trust
- Stages of Team Development
- Identify own strengths and areas for development
- Analyze yourself
- Personal Development Plan
- Strengths and Areas of Development Of Team

### *Lesson 3: Theories of Motivation and Group Dynamics*

- Motivation Hygiene Theory
- Motivators
- Hygiene Factors
- Expectancy Theory
- Prescription for Greater Motivation
- Group dynamics
- The needs of members of the group
- Proximity and attraction
- Group goals
- Economics
- The various types of groups
- Stages of group development
- Group Behaviours
- Creating high performance teams
- Transforming individuals into team members
- Teams and management functions
- Management of team behaviours

### *Lesson 4: Implement a Plan of Action to Strengthen a Team*

- Implement an Action Plan
- Managing Resources
- Communication
- Monitor Progress

- Establish Standards of Performance
- Evaluate Deviations
- Take Corrective Action
- Feedback
- Emphasize the Positive
- Remove the effect of Weaknesses
- Use a Participative Style
- How to Give Effective Feedback
- Receive feedback

### *Lesson 5: Explain and use a given team performance reference framework*

- Value Proposition
- Module
- Understandings
- Ownership
- Keys to Building a Great Company

### *Lesson 6: Evaluate team performance using the given team performance reference framework*

- Plan and evaluate performance
- Review and reload every 90 days
- Set strategic marketing goals and performance indicators
- Predict trends
- Strategies best suited to enhance market advantages
- Maximize planning and monitoring frameworks
- Critical aspects of evidence
- Interdependent assessment of units
- Display knowledge in terms of job role or function
- Display skills in terms of job role or function
- Resource Implications
- Consistency in performance
- Context for assessment
- Range Statements
- Applicable regulations and legislation
- Work site environment factors
- Market assessment
- Joint business objectives
- Types of standards, performance benchmarks or specifications

### *Lesson 7: Maintain records resulting from evaluation of team performance & Facilitate team performance improve*

### *Lesson 8: Cultural and Diversity Awareness*

- Diversity Defined
- Understanding Different Cultural Groups
  - (African; Westerns and European; Hindu; Muslim; Jewish; Asian)
- Gender Differences in the Workplace
- Disability Etiquette

### *Lesson 9: Working Together Effectively Across Cultures*

- Understand the Value of High Performance Teams
- Creating an Atmosphere of Growth
- Communicating Openly, Honestly and Fairly
- Action Steps for Managing Diversity]

### *Lesson 10: Discrimination in the Workplace*

- Types of Discrimination
- Whistle-blower Protection
- Preventing Discrimination in the Workplace'

## *Course Delivery*

<b>Starting time</b>	: 08h30
<b>Mid-morning break</b>	: 10h00 – 10h15
<b>Lunch</b>	: 12h00 pm – 12h45
<b>Mid-afternoon break</b>	: 14h30– 14h45
<b>Knock off</b>	: 16h00

#### *Delivery Method:*

The programme is facilitated by a competent subject matter specialist/s, which utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulation; and learner assessment.

#### *Assessment and Certification*

##### **Formal Assessment:**

Each learner will be provided with an assessment guide on the last day of the programme in which a range of assessment methods and tools will be used to assess the competence level of each individual learner.

##### **Feedback:**

Learners will receive comprehensive, detailed and accurate feedback on assessment.

##### **Certification:**

When the learner is found to be competent in the specific field of knowledge a certificate will be issued.

##### *Language of delivery:*

English

**PLEASE EMAIL COMPLETED REGISTRATION FORM BACK TO:**

**Email: [info@prospectplus.co.za](mailto:info@prospectplus.co.za)**

**TEL: 072 944 5909**



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## Diversity Training

3 Days

In-house or Open Course

In your preferred province

### COMPANY DETAIL

Company Name: .....Country.....Cell.....

Postal Address.....Postal Code.....

Tel Number.....Fax Number.....

Nature of Business.....

### NOMINEES

1. Name:.....Surname:.....Position.....
2. Name:.....Surname:.....Position.....
3. Name:.....Surname:.....Position.....
4. Name:.....Surname:.....Position.....

**(For more Delegates Please Photocopy)**

### ORGANISATION APPROVAL

Approving Manager Name: \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

Signature : \_\_\_\_\_ ( This booking is invalid without a signature)

**DELEGATE FEE: R2 850.00 – Fees includes course documentation, Facilitation, assessments & Certificates on completion of Course.**

### PAYMENT METHODS

Bank Transfer payments to be made payable to: **Prospect Plus (Pty) Ltd, NedBank, Account Number: 1171790759, Branch Code: 19130500**

please Email this form and proof of Payment to [andries@prospectplus.co.za](mailto:andries@prospectplus.co.za)

### TERMS AND CONDITIONS

**CANCELLATIONS:** By completing this registration form, the client hereby agrees that Prospect Plus will not be able to mitigate its losses for any less than 50% of the total contract value. Cancellations must be received in writing seven days prior to the event. Only cancellation made in writing and addressed for the attention of the Chief Financial Officer will be recognized by Prospect Plus. Cash alternatives will not be offered although delegate substitutions are welcome any time. Hereafter, the full workshop fee is payable.

If for any reason Prospect Plus decide to amend this workshop, we are not responsible for covering airfare, hotel or other costs incurred by registrants. In the event that I Prospect Plus cancel the event, Prospect Plus reserves the right to transfer this booking to another workshop to be held in the following six months, or to provide a credit of an equivalent amount to another workshop in the same sector within the following six months.

**INDEMNITY:** Should for any reason outside the control of Prospect Plus, the venue or speakers change, or the event be cancelled due to act of terrorism, extreme weather conditions, industrial action Prospect Plus shall Endeavor to reschedule but the client hereby indemnifies and Prospect Plus holds harmless from any costs, damages, and expenses including attorney fees, which are incurred by the client. The construction validity and performance of this Agreement shall be governed in all aspects by the laws of Republic of South Africa to the exclusive jurisdiction of whose course the parties hereby agree to submit.

**PAYMENTS ARE REQUIRED WITHIN 7 DAYS OF INVOICE.**