



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Workplace Diversity Course

Learning Outcomes

This course will enable you to:

- Learn about stereotypes & biases, how they develop, and gain insights into one's own perspectives
- Gain effective strategies for removing barriers to diversity in the workplace
- Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
- Learn the importance of non-verbal communication, both one's own and that of others
- Master ways of encouraging diversity in the workplace while discouraging and preventing discrimination
- Learn how to respond to personal complaints & develop a support system to manage this resolution process in your organisation
- Gain a professional approach to record, analyse and resolve situations involving diversity
- Learn how to create a mechanism of prevention to reduce negative or discriminating situations and to keep them from repeating

