



EQUALITY AND DIVERSITY IN THE IRISH WORKPLACE

The Irish workplace has undergone significant change in recent years, especially in terms of the multi-cultural diversity of the workforce. The issue of diversity presents a variety of opportunities and challenges which must be addressed (e.g. the legislative framework). Better understanding of cultural diversity will help you to manage it effectively for a positive impact on workplace relationships, teamwork, productivity, customer service and competitiveness. This course focuses on dealing with cultural diversity within the workforce and learning to value difference in the modern work environment.

Duration: 1 day

WHO IS THIS COURSE FOR?

This Managing Workforce Diversity training course is aimed at managers/ staff who wish to:

- Improve their understanding of culture and cross-cultural interactions
- Understand the needs of a diverse workforce
- Overcome diversity issues within the workplace
- Be aware of the implications of Irish equality and equal opportunities legislation
- Learn about industry best practice in managing a diverse workforce

YOU WILL LEARN HOW TO:

- Effectively manage and communicate a diverse workforce
- Build an inclusive culture in the workplace
- Avoid cross cultural misperceptions and conflict
- Implement procedures to deal with bullying and harassment
- Identify the impacts and benefits of cultural diversity
- Develop an action plan for managing cultural diversity in your business

HOW WILL YOU LEARN?

This course involves an interactive workshop format and will consist of a mix of:

- Teaching by an expert trainer using a variety of quality learning materials
- Group and individual learning activities
- Group discussion
- Role plays relating to relevant diversity issues in the workplace