



TrainSkills

TRANSFORM AND PERFORM

Career Skills Course

Diversity Management

PURPOSE OF THE PROGRAM

The course will enable participants to consider the management of workplace stress at an individual and organisational level, and will help participants develop and implement effective strategies to prevent and manage stress at work.

You will discover opportunities to relate the work environment, and to consider a range of practical stress management techniques that can help employees.

PROGRAM OUTCOMES

This workshop will enhance managers' problem solving skills by incorporating a culturally sensitive framework for dealing with conflict within a culturally diverse team. Managers will gain ideas for negotiating conflict, be able to identify when conflict has a cultural component, and develop a sound understanding of how culture impacts on team work and human behaviour.

PROGRAM OUTLINE

Understand the influence of culture (including own) on individuals working in teams

Identify when conflict has a cultural component

Identify practical management strategies to address cross-cultural misunderstanding

Enhance skills in managing individuals from different cultures

TARGET GROUP

Managers, team leaders and supervisors