301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

Leveraging Diversity

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

In this course, participants will learn to use strategies for removing barriers and stereotypes, and to encourage diversity in the workplace and even through their community. This course will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home. They will be instructed to use skills such as active listening to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength.

Upon completion of this course, participants will be able to do the following:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with
- strength
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination
- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

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Course Outline

Module 1: Getting Started

- Course Objectives
- Action Plans

Module 2: Understanding Diversity

- Related Terms and Concepts
- A Brief History
- A Legal Overview

Module 3: Understanding Stereotypes

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding What This Means

Module 4: Breaking Down the Barriers

- Changing Your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

Module 5: Verbal Communication Skills

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Starting at **$1,098**

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GSA

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