

COURSE DURATION

16 hours

COURSE SYNOPSIS

To promote an inclusive work environment, learners need to understand the requirements and standards of “Make Diversity Work in the New Normal” so that they can nurture their teams and align team goals to achieve organisational objectives. Critically, learners will be equipped with knowledge and skills to apply strategies to promote diversity in their teams. Such strategies are crucial if the team is to weather the economic storms and tap challenges that may arise to build a cohesive team.

With a strong and cohesive team in place, learners will be well-placed to identify challenges and opportunities relating to diversity. They will also be equipped with skills and knowledge to assess and manage the opportunities so identified. To that end, they will continue to strengthen team cohesion and deliver service excellence within a diverse work environment.

COURSE OBJECTIVES

By the end of this course, learners will be able to:

- Apply strategies to promote inclusivity in a diverse work environment
- Apply strategies to build a cohesive service team
- Manage diversity challenges and opportunities to strengthen the team for service delivery excellence

TARGET AUDIENCE (OPERATIONAL, SUPERVISORY & MANAGERIAL)

This training is relevant to all frontline staff interacting with customers. The course is also relevant to all staff that work in a diverse work environment.

ASSUMED SKILLS:

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE ‘O’ level or ITE certificate education
- Learner should have at least 1 year’s working experience in any industry

TRAINING METHODOLOGIES

Lectures, group discussion, case study, self-reflection videos and games.

COURSE CONTENT**Learning Unit 1: Welcome To Our Boat!**

- The diverse work environment
- Inclusiveness – Why?
- Strategies to promote inclusiveness
- Everyone is unique
- Implications of diversity
- Strategies for building awareness of diversity

Learning Unit 2: Let's Paddle Together

- Service Excellence – What & Why?
- Team dynamics
- Strategies for building a cohesive team
- Build a cohesive service team

Learning Unit 3: Turn Diversity Into Opportunities

- Diversity challenges and opportunities – A closer
- How to manage diversity challenges and opportunities
- Diversity opportunities – Ignore them to your peril
- Implications of diversity challenges and opportunities on service delivery
- Manage implications of diversity challenges and opportunities on service delivery
- Make diversity work for you and your team