

WORKPLACE DISSONANCE, DIVERSITY CHALLENGES AND PROBLEM SOLVING

Duration: ½ day

Objective

To equip delegates with skills to effectively respond to workplace conflict, understand the relationship between trust and collaboration, the impact of assumptions on trust and the requirements of an inclusive workplace culture.

Design

- How to deal with complaints relating to:
 - Diversity exclusion
 - Insensitivity
 - Biases
 - Stereotyping
- Formal and informal approaches
- The promise of collaboration
- Trust and collaboration
- Obstacles to building trust
- Understanding unconscious bias
- Becoming inclusive
- How to problem solve
- Real and perceived conflict
- Collaborative and adversarial approaches to problem solving

Target group

All levels of management, including employee representatives and EE committees.

