

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Specialised skills

Course Name:
Leading for Inclusivity:
*Strategies for building
an inclusive and
diverse workforce*



COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng


192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

 087 941 5764

 sales@impactful.co.za

 impactful.co.za

COURSE OVERVIEW

This workshop will equip leaders with the knowledge, skills, and strategies necessary to foster an inclusive and diverse work environment that drives innovation, engagement, and productivity.

Attending this workshop will not only enhance your leadership capabilities but also contribute significantly to the growth and success of your organization by creating a more inclusive and diverse workplace.

COURSE OBJECTIVES

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

1. Recognize the benefits of a diverse and inclusive workforce for individuals, teams, and the organisation.
2. Learn to identify and address common barriers to inclusivity in the workplace.
3. Acquire practical strategies and skills to lead inclusively and support diversity.
4. Gain tools and techniques for implementing inclusive policies, practices, and behaviors within the organization.
5. Create a workplace culture where all employees feel valued, respected, and empowered to contribute their best.

COURSE OUTLINE

Module 1: Introduction to Inclusivity and Diversity

- Definition and dimensions of diversity
- The business case for diversity and Inclusion
- The Impact of inclusivity on employee engagement and performance

Module 2: Recognising and Overcoming Barriers to Inclusion

- Unconscious bias: Understanding and mitigating its effects
- Addressing microaggressions in the workplace
- Legal and ethical considerations in diversity and inclusion

Module 3: Inclusive Leadership

- Characteristics of an inclusive leader
- Developing emotional intelligence and empathy
- Strategies for inclusive decision-making and problem-solving

Module 4: Building an Inclusive Culture

- Crafting inclusive policies and practices
- Inclusive recruitment, hiring, and onboarding processes
- Supporting employee resource groups and networks

Module 5: Communication and Collaboration in a Diverse Workforce

- Effective communication across cultures and differences
- Facilitating inclusive meetings and discussions
- Conflict resolution and mediation in diverse teams

Module 6: Measuring and Sustaining Inclusivity

- Setting and tracking diversity and inclusion metrics
- Continuous improvement and feedback mechanisms
- Celebrating successes and learning from challenges

Module 7: Action Planning and Implementation

- Developing Personal and Organizational Action Plans
- Overcoming Resistance and Driving Change
- Resources and Support for Ongoing Inclusivity Efforts

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client