



MANAGING DIVERSITY

(TSC Title / Unit Code: People and Relationship Management / RET-CEX-3004-1.1 / TGS-2021008595)

Duration:

15.25 Hours

Overview

Today, it is a given that our colleagues are from all walks of life, with varying backgrounds, nationalities, ethnicity, competencies and skill sets. Here, everyone is so diverse from one another that you are always surrounded with various forms of diversity. Whether you are a local or you are coming from another part of the world; whether you speak Spanish or you eat Sushi as your staple food; whether you like to be punctual or you need loud music when working on an urgent timeline, it all represents diversity at different levels and forms. You see diversity when you are dealing with colleagues, vendors, the public, customers or any team or in short with - Any human. Being blind to this is, in essence, a significant pitfall when promoting a service excellence culture.

It's not enough just to know how diverse you are in the service environment you operate in. You need to demonstrate inclusivity as part of your service excellence culture. Do you face issues working with people with diverse background when trying to meet your client's expectations? Do you have trouble understanding people with different mindset? Are you struggling with the accent and pronunciation of a client? Do you experience nightmares when vendors do not understand your lingo? Is the office culture very secluded with many cliques thriving and many individuals working in silo?

If you have said "Yes" to any of the above questions, then you are facing people relationships issues due to diversity and a lack of inclusion. Connections between people are the lifeblood of an organization, especially within the context of service excellence. Relationships and interactions determine how decisions are made and business happens. Research shows that even the sheer presence of physical diversity results in better performance and for companies that are data-driven, that extra performance boost can be extremely motivating.

If you want to overcome above mentioned challenges by applying diversity-centric and inclusion-driven approaches at all platforms in your organisation for all stakeholders, then this training programme is ideal for you.

Outline

This training session is built on the Rubicon Model comprising three stages of decision-making (pre-action phase forethought, action phase control and post-action phase reflection) in the subject matter of Managing Diversity which covers a range of topics which **can possibly include but is not limited to the following**:

- ◆ What is Diversity?
- ◆ Types of Diversity Markers and Their Implications at Work
- ◆ Challenges & Opportunities Within Diversity
- ◆ Methods to Manage Challenges & Opportunities Within Diversity
- ◆ What is Inclusion?
- ◆ Importance of Inclusion
- ◆ Strategies to Promote an Inclusive Work Environment
- ◆ Implications of Diversity for a Service Team
- ◆ Strategies for Building a Cohesive & Diverse Service Team
- ◆ Creating a High-Performance Service Team

	Self-Sponsored (SkillsFuture / PSEA Claimable) NTUC UTAP Claimable (Members Only)		Company-Sponsored		
	Singaporeans (Age 21-39 years old) & PRs (Age 21 & above)	Singaporeans (Age 40 years & above)	SME (Singaporeans & PRs aged 21 years & above)	MNC (Singaporeans aged 21-39 & PRs aged 21 & above)	MNC (Singaporeans aged 40 & above)
Full Course Fees	\$600	\$600	\$600	\$600	\$600
SSG Funding	50% of course fees	70% of course fees	70% of course fees	50% of course fees	70% of course fees
Nett Fees Incl. 8% GST	\$348	\$228	\$228	\$348	\$228
Absentee Payroll Claimable	Not Applicable		Up to \$4.50 per hour		

SME - Small Medium Enterprise, MNC - Multinational Corporation