

SSBS011: Diversity and Equality Awareness**Overview:**

This course introduces participants to the concepts, theories and practices of Diversity and Equality Awareness which are essential to the successful operation of any business. This course will be of benefit on an organisational and individual level. The programme will discuss Northern Irish Law relating to equality, conflict management and encourage participants to think inclusively. Thus assisting the organisation and its employees to work better together and to be aware and value the differences of their increasingly changing client base.

Duration:

1 day

Objectives:

This programme provides an introduction to Diversity and Equality Awareness that will assist in the following:

- Compliance with the equality legislation
- Positive staff morale & staff retention
- Retention of diverse customer base

These will be achieved by covering the following topics:

- Northern Irish Equality Legislation & Negative and Positive Case Studies
- Stereotyping and Generalisation & Communication
- Sexual Harassment & Bullying

Who should attend:

This programme is ideal for employees in all organisations on a management and front line level - Diversity and Equality Awareness is necessary in all sectors

Content:**Self assessment**

- Awareness of own prejudices

Ireland/Northern Ireland today

- Statistics of migration

Building on diversity

- Benefits of training
- Dimensions of diversity
- Implementing change
- Corporate social responsibility

Northern Irish equality legislation

- Employment Equality
- Grounds of equality
- Negative & positive case studies

Defining discrimination

- Forms of discrimination
- Stereotyping and generalisation

Conflict management

- Identifying conflict situations
- Addressing the conflict
- Reaching common ground

Aspects of communication

- Verbal and non-verbal awareness

Appreciating difference

- Cross cultural distinction
- Social disparity

Sexual harassment

- Inappropriate conduct
- Inappropriate material

Bullying

- Physical and psychological harassment
- Victimisation
- Abuse of a position of power