

## Dealing with Different People

**Duration: 1 Day    Course Code: DWDP100E**

### Overview:

Today's workplace is more diverse than ever before. Globalisation, the existence of multiple generations in the work force and changing business models and requirements are creating opportunities for teams and individuals to communicate and collaborate with different people from both within and outside of their organisations. The challenge is that dealing with different people can cause communication challenges, and even conflict.

The Dealing with Different People workshop is a 1-day program designed to help individuals understand the nature of diversity and provide them with ideas and tools to ensure that they can capitalise on the benefits of working with different people.

### Target Audience:

Anyone who is required to communicate and collaborate with people who have: (a) different communication styles, (b) different job responsibilities or (c) who come from different cultural backgrounds.

### Objectives:

- The definition of diversity
- Types of diversity
- The benefits of diversity
- Avoiding stereotypes and biases
- Communicating with different people

### Content:

Understanding Diversity	The Internal Dimensions of Diversity- Age and Gender	External Dimensions of Diversity
<ul style="list-style-type: none"> <li>■ What is diversity?</li> <li>■ The benefits of diversity</li> <li>■ Challenges of working with different people</li> <li>■ Stereotypes and biases</li> <li>■ Steps for succeeding in a diverse environment</li> </ul>	<ul style="list-style-type: none"> <li>■ Understanding the different generations</li> <li>■ Gender differences</li> </ul>	<ul style="list-style-type: none"> <li>■ Other types of diversity</li> <li>■ Valuing others</li> </ul>
Dealing with Different Personalities	Organisation Dimensions of Diversity	Wrap-Up and Action Planning
<ul style="list-style-type: none"> <li>■ Understanding your style</li> <li>■ Recognising and adapting to the styles of others</li> </ul>	<ul style="list-style-type: none"> <li>■ Sources of organisational diversity</li> <li>■ Dealing with differences</li> </ul>	<ul style="list-style-type: none"> <li>■ Creating Your Diversity Plan</li> <li>■ Final Questions</li> <li>■ Workshop Evaluation</li> </ul>

### Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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