



# Managing Diversity Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**An inclusive workplace is one where the human rights principles of fairness, respect, equality, dignity and autonomy are promoted and are part of the organisations everyday goals and behaviour.**

Our one day **Managing Diversity** course aims to provide you with all the information you need to **ensure that everybody in your organisation is fully protected.** Why should diversity and inclusion matter to you and your organisation? The answer lies in that **one thing we all strive for, success.**

Mounting evidence shows organisations that are **more diverse and inclusive outperform those that are not.** In Business, everything changes, and with that, its happening all the time. This course provides a **proactive approach to managing equality** in today's workforce.

The course is very interactive. We can incorporate real life case studies to aid group discussions and practical exercises to allow learners to **identify and challenge unconscious and conscious bias.**

Finally, the course outlines **the benefits of diversity and inclusion** as a strategic approach to meeting the organisation's goals.

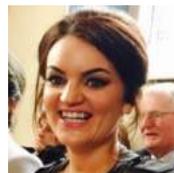
*"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."*

**Marcin Cesarz, Lead Business Analyst, AIB**



*"We are all very happy with the training carried out last week & will definitely be in contact in the future"*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose Our Managing Diversity Course

DCM Learning's Managing Diversity course aims to provide you with all the information you need to ensure that everybody in your organisation is fully protected. Why should diversity and inclusion matter to you and your organisation? The answer lies in that one thing we all strive for, success.

## Specific reasons to choose this course:



**Experienced:** We have trained over 194 individuals successfully in Managing Diversity over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Experienced Training Team:** Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered our Managing Diversity programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





# Managing Diversity Course

## COURSE OVERVIEW

Mounting evidence shows organisations that are more diverse and inclusive outperform those that are not. In Business, everything changes, and with that, its happening all the time. This one day course, provides a proactive approach to managing equality in today's workforce.

Finally, the course outlines the benefits of diversity and inclusion as a strategic approach to meeting the organisation's goals.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand what unconscious bias is and how it operates in both individuals and organisations
- Understand gender imbalance, stereotyping, perceptions, assumptions, attitudes and prejudices and how these can operate outside of our conscious awareness
- Have a proactive approach to managing diversity in today's workforce
- Appreciate how diversity brings a greater skills base to the team
- Understand how to respect and value the esteem of co-workers

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: AN INTRODUCTION TO MANAGING DIVERSITY

- Equality & Diversity and their impact in the Workplace
- Preconceptions - how they influence us
- Equality cornerstones - knowledge; acceptance; understanding; behavior;
- Self-Assessment - your own hidden biases and prejudices

## TOPIC 2: IDENTIFYING & UNDERSTANDING UNCONSCIOUS BIAS

- Understand what unconscious bias is
- Identifying prejudice, assumptions and inequality

## TOPIC 3: ENCOURAGING AND EMBRACING EQUALITY

- Ideas to promote an inclusive work environment
- Appreciating how diversity brings a greater skills base to the team
- How to deal with allegations of discrimination

## TOPIC 4: EQUALITY AND DIVERSITY IN RECRUITMENT AND SELECTION

- Preparing for fair selection
- Interview structure & questions
- Managing diversity - before interview, at interview, after interview
- Listening, questioning and probing skills
- Recording and feedback

## TOPIC 5: PERSONAL ACTION PLAN

- Developing your personal action plan



## Brendan Murphy

### Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

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*"The course was brilliant and the content was very relevant to the group. Brendan was excellent in delivering this training and it made the topic very enjoyable."*

**Fionn Hanratty, Engineer, Irish Aviation Authority**





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need training for Managing Diversity? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

**DUBLIN**

- ☎ 01 5241338
- ✉ [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
- 📍 Guinness Enterprise

**CORK**

- ☎ 021 2429691
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- 📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

- ☎ 041 9865679
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