



CERTITUDE
AUSTRALIA

Facilitating Inclusiveness & Leading Diverse Teams



LEARNING OUTCOME

Participants from this course will benefit from the following:

- Develop greater understanding, empathy and awareness of how to make teams with diverse staff work more cohesively and get the most from the differences; and
- Use this knowledge to engage, influence and synergise your teams for greater effectiveness and harmony.

AUDIENCE

People and project managers

COURSE CONTENT

This workshop covers the following topics:

- ✓ Dimensions of diversity;
- ✓ The importance of managing diversity effectively;
- ✓ How our unconscious biases affect our behaviours and others' perceptions of us and our effectiveness as a manager and leader;
- ✓ Self-awareness and managing our perceptions;
- ✓ Tapping into strengths and managing differences;
- ✓ How to establish trust;
- ✓ Empathy and active listening;
- ✓ Understanding and using the 6 Human Needs to engage staff;
- ✓ Finding and leading through a common Purpose; and
- ✓ Modelling the behaviours of an adaptable leader.

COMPLETION

Issue of Certificate of Completion

 info@certitudeaustralia.com.au

COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery