



*Staff Training*  
**Diversity and Inclusivity**  
Course Outline



*Your business outcomes are our priority. Proving impact in real time.*

## Aim

The biggest mistake is believing there is one right way to listen, to talk or to have a conversation,' as Deborah Tannen put it. This 1-day workshop, examines how our neural pathways shape prejudice, and unpacks perception shifts and the organisations cultural canvas briefly referencing the Employment Equity ACT and the Bill of Rights in the South African workplace context. The result: staff who understand not just the law, but the perceptions shifts required in an organisation embracing and leveraging inclusivity.

## What Others Had to Say About this Course...

*"She was an excellent trainer. So easy to follow." ~ Leonie*

## Who Should Attend this Course?

This course will benefit all staff.

## Outcome

The qualifying learner is capable of:

- Demonstrating understanding of the underlying dynamics that give rise to perceptions of diversity.
- Applying knowledge of psychosocial factors that have relevance for inter-group relationships.
- Investigating issues of privilege and power among members of a specific community.
- Proposing a course of action to bring about change in a selected community.

| SAQA US ID | NQF LEVEL | CREDITS | US TITLE                                               |
|------------|-----------|---------|--------------------------------------------------------|
| 8664       | 4         | 4       | Examine social features as pertaining to the workplace |

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

***Duration: 1-Day***

## Content

| Topic                                                          | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cultural Diversity</b>                                      | <ul style="list-style-type: none"> <li>The definitions of diversity and culture and the South African landscape</li> </ul>                                                                                                                                                                                                                                                                                                                                                           |
| <b>Challenging and Shaping Our Perceptions as Adults</b>       | <ul style="list-style-type: none"> <li>Exploring how our neural pathways are formed and how they influence our perceptions</li> </ul>                                                                                                                                                                                                                                                                                                                                                |
| <b>Understanding Prejudice</b>                                 | <ul style="list-style-type: none"> <li>Understanding what prejudice is</li> <li>Why we find it so difficult to change our thinking even when faced with the brutal impact of negative prejudicial behaviour on an individual</li> </ul>                                                                                                                                                                                                                                              |
| <b>The Role of the Media</b>                                   | <ul style="list-style-type: none"> <li>How the media shapes our behaviours, expectations and understanding of the world</li> <li>The Role of the Media in Forming Attitudes Towards Mental Illness By Kismet Baun</li> </ul>                                                                                                                                                                                                                                                         |
| <b>Employment Equity and the Bill of Rights</b>                | <ul style="list-style-type: none"> <li>We unpack the meaning of the freedom charter, how it leads to a bill of rights and what this actually means to us as individuals</li> <li>How Employment Equity is playing out in the SA workforce today and the perceptions and expectations of the various cultural groups towards this far-reaching law</li> <li>Addressing cause and effect by looking at the history of other countries with far reaching redressing policies</li> </ul> |
| <b>Issues of Conflict and Cooperation, Power and Privilege</b> | <ul style="list-style-type: none"> <li>We explore the roles and responsibilities that come with power and privilege</li> <li>We explore how to use conflict as a learning curve as opposed to a point of break down and how to gain co-operation through collaborative means</li> </ul>                                                                                                                                                                                              |
| <b>Concentrating on Areas of Similarity and Positivity</b>     | <ul style="list-style-type: none"> <li>This very practical module encourages us to look to our similarities and not our differences</li> </ul>                                                                                                                                                                                                                                                                                                                                       |
| <b>Culture and Etiquette From Around the World</b>             | <ul style="list-style-type: none"> <li>This module touches on some of the more outlandish cultures and rules of society around the world whilst simultaneously sparking discussions around the BRICS alliance in which South Africa finds itself</li> <li>Indicating how the social cultures in the BRICS countries will have to be embraced if we want to play a leading role on this international stage</li> </ul>                                                                |

## Afterburner Content (Optional add-on)

| Topic                                      | Details                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Historical Overview of South Africa</b> | <ul style="list-style-type: none"> <li>• Understand that South Africa's diversity results from historical conflicts and political segregation.</li> <li>• Recognise that European colonisation from 1652 led to significant demographic and cultural changes.</li> <li>• Comprehend this history to overcome stereotypes and improve intercultural relations.</li> </ul>                                                          |
| <b>Rise and Fall of Nations</b>            | <ul style="list-style-type: none"> <li>• Note that King Shaka's 19th-century expansion displaced smaller tribes in Kwa-Zulu Natal.</li> <li>• Observe that the Voortrekkers' migration led to conflicts with the Zulu and the Battle of Blood River in 1838.</li> <li>• Understand that British annexation and mineral discoveries ended Boer independence and led to the 1910 formation of the Union of South Africa.</li> </ul> |
| <b>Born-Free Generation</b>                | <ul style="list-style-type: none"> <li>• Recognise that the Apartheid era (1948) imposed severe racial segregation and oppression.</li> <li>• Understand that resistance shifted from peaceful protests to armed struggle in the 1960s due to state violence.</li> <li>• Acknowledge that the end of Apartheid in 1991 led to a democratic South Africa still facing economic challenges and persistent inequality.</li> </ul>    |

# Optional Purchases

## When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

### SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

### The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

### Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

### LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

### PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

**Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.**

**[Enneagram Group Coaching Journey](#)**

**[Enneagram: Insight to Action](#)**