

# 252043 Manage a diverse work force to add value

## **Purpose of this Unit Standard**

This unit standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## **The qualifying learner is capable of:**

- Demonstrating knowledge and understanding of diversity in the workplace.
- Demonstrating understanding of the reality of diversity and its value in a unit.
- Managing team members considering similarities and differences.
- Dealing with disagreements and conflicts arising from diversity in a unit.

## **Learning Assumed to Be in Place and Recognition of Prior Learning**

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.
- Computer Literacy at NQF Level 4.

## **Outcomes**

- SO1: Demonstrate knowledge and understanding of diversity in the workplace.  
 SO2: Demonstrate understanding of the reality of diversity and its value in a unit.  
 SO3: Manage team members considering similarities and differences.  
 SO4: Deal with disagreements and conflicts arising from diversity in a unit.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252043	NQF Level 5	6	Manage a diverse work force to add

SETA Accredited

**Duration: 2-Days**

## Content

### Outcome 1

Demonstrate knowledge and understanding of diversity in the workplace

- Diversity is defined in terms of differences within a unit, including difference in backgrounds, culture, beliefs, values, race, age, sex, language and education.
- Diversity is explored as a potential source of discrimination.
- The implications of diversity for external and internal relationships are examined and explained with examples.
- Cultural biases, stereotypes and perceptions are identified together with the influence they can have on dealing with diversity.

### Outcome 2

Demonstrate understanding of the reality of diversity and its value in a unit

- The benefits of diversity in team members and clients are explained with examples.
- Ways of utilising the diversity among team members are explored with a view to enhancing relationships and improving the productivity of a unit.
- Ways of meeting the diverse needs and goals of team members in a unit are explored in relation to the goals and objectives of a unit.
- Ways of meeting the needs of diverse clients and communities through a range of products and services is explored to identify new opportunities.

### Outcome 3

Manage team members considering similarities and differences

- Diversity in beliefs, values, interests and attitudes are identified through interaction within a unit.
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- The expression of diverse viewpoints and ways of being is encouraged in a unit through management activities.
- Sensitivity towards and understanding of diversity are demonstrated through management activities.

### Outcome 4

Deal with disagreements and conflicts arising from diversity in a unit.

- Incidents of conflict and disagreement are acknowledged and managed in a way that enhances relationships in a unit.
- Cases of unfair discrimination and discriminatory practices are identified and managed at the appropriate level of authority in the entity.
- Disagreements and conflict are used as opportunities for learning to improve the cohesion in a unit.

<https://www.stafftraining.co.za/workshops/252043-manage-a-diverse-work-force-to-add-value>