



## Managing Differences Differently – Sample programme outline

**Overall Course Aims:** To raise participants' awareness of their responsibility to support a culture of working collaboratively with difference, and to increase participants' skills and confidence in raising concerns about diversity issues and sensitively tackling inter-personal conflicts.

**Objectives:** By the end of the workshop participants will:

- Gain a greater understanding of what can be perceived as inappropriate behaviour;
- Appreciate the nature of difference and the importance of understanding and working effectively with differing perceptions, needs and behaviour;
- Recognise the personal and organisational vulnerability to litigation;
- Be able to use a more constructive communication style to tackle sensitive issues;
- Understand their responsibilities to pro-actively facilitate a culture of respect, honesty, courtesy and consideration;
- Appreciate the benefits of recognising and valuing difference.

**A highly interactive and stimulating workshop which challenges delegates' perceptions, provides valuable people understanding and skills, and tasks delegates to develop business and people solutions for demanding real-life case studies.**

**Suitable for: Line managers and supervisors at all levels.**  
(workshops are also available for employees)

**Maximum number of delegates:** 12 (to allow sufficient 'air time' for challenge, questions and discussion)

**Duration:** 1 day

**The Harmony Partnership (UK) Ltd**  
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## Examples of Previous Delegates' Feedback

- *Absolutely brilliant course - which should be made mandatory for all people managers or aspiring people managers. A real eye opener and lots to take back into the work place.*
- *Fantastic!! Great fun, easy to digest, recommend it to everyone else.*
- *Able to use a life skill for home and work.*
- *The content was relevant + easy to understand. Will definitely give me the confidence to address situations in the future.*
- *As a new manager this was an integral part of my development; it was extremely useful.*
- *Given me some very useful tools to use and cleared up several issues for me.*
- *I have learnt a lot on this course and found it very beneficial to my day job. Need to put into practice.*

## Workshop Sample Programme Outline

### **The Two Trees - Activity 1 & Discussion**

**Aim:** to develop examples of behaviour that support the Company's values and behaviour that is inappropriate.

### **Key Messages from Employment Tribunals – Case studies Activity 2**

**Aim:** To explore the key messages from tribunal cases and how to reduce the potential for being involved in an ET case.

### **The Intergalactic Conference – Activity 3**

**Aim:** to explore the impact that unexpected/different behaviour has on our feelings, and the resulting assumptions, stereotyping and potential prejudice.

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### **Understanding Diverse Needs - Discussion**

**Aim:** to explore how difference occurs and the resulting impact this has on our feelings, needs, and hence behaviour, e.g. assumptions/stereotyping and prejudice.

### **Response Ability - Discussion The Empowerment Dynamic**

**Aim:** to emphasise that we all have the responsibility and the ability to choose how we respond to others' behaviour.

### **Constructive Communication – Activity 4 Case Studies + experiential learning**

**Aim:** To introduce the concept of Constructive Communication, provide practice in using the model in workplace situations.

### **Rights & Responsibilities – Activity 5 and discussion**

**Aim:** to explore the relationship between **employees** rights and **managers** responsibilities in regard to diversity at work. To balance "impact not intention" (a right) we also need individual responsibility. Being treated with 'dignity' is a right whereas treating others with 'dignity', including giving feedback constructively, is a responsibility.

### **Managing Different Perspectives – Activity 6 Case Studies**

**Aim:** to develop an effective business and people response to real-life diversity related case studies, using the learning from the workshop

### **Benefits of Working effectively with Difference – Discussion**

**Aim:** to demonstrate the far reaching positive consequences of working effectively with diversity and difference..

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