

Effective Diversity Management

Professional training programme



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Leveraging diversity and inclusion is crucial for the success and sustainability of any organization. When individuals feel welcomed, valued, respected, and included, they are more likely to contribute positively to the organization's growth. In essence, diversity drives success. With over forty years of research highlighting its benefits, diversity training has proven to significantly enhance organizational effectiveness, particularly when it focuses on raising awareness and developing skills over an extended period. This Effective Diversity Management training course is tailored to provide current and culturally relevant instruction for our clients. The effectiveness of this training depends on the methods employed, the characteristics of the participants, and the specific outcomes measured after the training. This training course will feature:

- Manage a culturally diverse and inclusive workforce
- Promote the idea of diversity and inclusion in teams and your organisation
- Understand and appreciate cultural difference
- Identify unconscious bias in self and others
- Improve your Cultural Intelligence (CI)

Why Attend

This course uses instructor-led sessions, guided discussion, and practical exercises built around Day One: Understanding Diversity, Day Two: Creating an Exclusive Organisation, Day Three: Mitigating Unconscious Bias, and day four: developing your cultural intelligence.

Who Should Attend

Professionals who wants to learn about diversity and inclusion
All Human resource (HR) Professionals, Managers and Business Partners
Team leaders, supervisors, section heads and managers
Professionals who have an interest in managing

— Learning Objectives

- Manage a culturally diverse and inclusive workforce
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Course Outline

DAY
1

Day One: Understanding Diversity

- The drivers of diversity in the workplace
- The major components of diversity
- Types of diversity
- Understanding stereotyping
- Creating a 'speak-up' culture

DAY
2

Day Two: Creating an Exclusive Organisation

- Understanding the drivers of inclusion in the workplace
- The business case for inclusion
- The inclusive workplace
- Inclusion and transformational leadership
- Going beyond rhetoric: encouraging inclusion in your workplace

DAY
3

Day Three: Mitigating Unconscious Bias

- Types of Bias 1: affinity, ambiguity, confirmation
- Types of Bias 2: attribution, comparison
- Stereotypes and biases
- Understanding yourself: understanding others
- Preventing and dealing with workplace discrimination

DAY
4

Day Four: Developing your Cultural Intelligence

- The need for Cultural Intelligence (CI)
- Understanding yourself: understanding others
- The seven levels of culture
- Cross-cultural negotiation
- Multi-cultural teams and teamwork

DAY
5

Day Five: Diverse Communication and Presenting the Case

- Differences in Communication
- Barriers to cross cultural communication
- Body language – a cultural perspective
- Presenting the case for diversity and inclusion in your workplace

- Personal Action Planning (PAP)

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Vienna - Austria	€2,125
12 - 16 October 2026	Rome - Italy	€2,125
9 - 13 November 2026	Barcelona - Spain	€1,925
9 - 13 November 2026	Munich - Germany	€1,725
14 - 18 December 2026	Paris - France	€2,250
14 - 18 December 2026	Amsterdam - Netherlands	€2,125
18 - 22 January 2027	Dubai - UAE	€2,625
15 - 19 February 2027	Amsterdam - Netherlands	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.