

## Managing a Culturally Diverse Workplace

### Course outline

**Overview:** This workshop provides participants with insights, knowledge and practical strategies to sensitively manage the issues and challenges associated with leading a culturally diverse team. Managers will understand how cultural diversity impacts on human behaviour and learn effective strategies to negotiate and deal with the competing challenges arising between staff from culturally and linguistically diverse backgrounds.

**Target audience:** Managers, team leaders and supervisors

**Duration:** 4 hours

3.5 Continuing Professional Development points if applicable to your profession

**Number of participants:** Minimum 12 – maximum 30

**Pre-requisites:** Nil

**Module aim or outcome:** This workshop will enhance managers' problem solving skills by incorporating a culturally sensitive framework for dealing with conflict within a culturally diverse team. Managers will gain ideas for negotiating conflict, be able to identify when conflict has a cultural component, and develop a sound understanding of how culture impacts on team work and human behaviour.

#### Lesson objectives:

- Understand the influence of culture (including own) on individuals working in teams
- Identify when conflict has a cultural component
- Identify practical management strategies to address cross-cultural misunderstanding
- Enhance skills in managing individuals from different cultures



**Content:**

- Problem solve case scenario
- Cross cultural competency
- Conflict resolution framework
- Understanding culture and diversity
- Cross cultural communication
- Multicultural resources

**Participants will:**

- Understand the impact of culture on human behaviour in the workplace
- Be introduced to cultural frameworks different to their own
- Gain ideas for negotiating and managing conflict in a culturally appropriate and sensitive manner
- Utilise a framework to address conflict in a culturally diverse workplace

**Does not include:** This workshop does not cover specific Indigenous or Australian Torres Strait Islander issues.

**Further information/contacts:** For further information or to discuss your training preferences please contact Queensland Health Multicultural Services.

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