



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Diversity & Inclusion

Overview

South Africa is often referred to as the “Rainbow Nation,” representing a diverse range of cultures, races, languages, and faiths. In the workplace, this diversity presents both opportunities and challenges. Employers and employees alike must learn to appreciate, recognise, and embrace differences while fostering inclusion and equity. This course equips delegates with the knowledge, skills, and strategies to respond to diversity challenges in a respectful, transparent, and constructive manner, contributing to a positive and productive workplace culture.

Objectives

On completion of this course, delegates will be able to:

- Build awareness around diversity and inclusion issues in the workplace.
- Understand issues faced by underrepresented groups, including gender inequality and subtle forms of harassment.
- Recognise and address implicit bias, stereotypes, and discrimination.
- Appreciate diverse perspectives to strengthen communication, collaboration, and problem-solving.
- Manage disagreements and conflicts arising from diversity constructively.
- Foster inclusive leadership that prioritises equity, respect, and belonging.
- Develop strategies for embedding diversity and inclusion into workplace policies and daily practices.
- Learn practical ways to become an “ally” and advocate for inclusion across all levels of the organisation.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer who utilises a combination of the following techniques to ensure that the session is practical and experiential:

- Discussion
- Role Play & Case Studies
- Practical Exercises
- Videos & Slide Shows
- Games & Group Activities
- Written Questions & Reflection

Who should attend?

This course is ideal for:

- All Employees at every level
- Team Leaders & Supervisors
- Managers & Senior Leaders
- Human Resources & Training Professionals
- Diversity, Equity & Inclusion (DEI) Committees
- Staff in client-facing roles where cultural awareness and sensitivity are essential

Course Outline

This course consists of the following 5 modules

Module 1	Understanding Diversity & South Africa's Context • South Africa's history and the roots of inequality • Purpose of the Employment Equity Act • Introduction to Diversity, Equity & Inclusion (DEI) • Diversity at different levels: Personal / Interpersonal / Organisational • Recognising and appreciating differences
Module 2	Dimensions of Diversity • Racial, Ethnic, and Cultural Diversity • Gender and Age Diversity • Religious Diversity and Faith in the Workplace • Sexual Orientation and Identity • Ability and Disability Inclusion • Socioeconomic, Parental, and Marital Status • The importance of intersectionality in understanding diverse identities

Module 3	The Value of Diversity in Teams • Benefits of diversity: innovation, creativity, and productivity • Enhancing customer relationships and market opportunities • Improved employee retention and engagement • Building stronger, more collaborative teams • Case studies of organisations that successfully leveraged workplace diversity
Module 4	Overcoming Bias, Stereotypes & Conflict • Unconscious bias, stereotypes, prejudice, and discrimination • Microaggressions and their impact • Diversity-related conflicts: causes and consequences • Managing unfair discrimination and discriminatory practices • Strategies for conflict resolution in diverse teams
Module 5	Communication & Inclusive Leadership • Effective communication strategies for inclusivity • Barriers to inclusive communication and how to overcome them • Using inclusive language and active listening • Leading inclusively: policies, practices, and workplace culture • Encouraging respect, belonging, and collaboration • Becoming an ally and champion for diversity in the workplace

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire