

EXECUTIVE SUMMARY

Diversity Management

NQF Level 5

Faculty of Business: Management Sciences

Learning Programme Title	Diversity Management
Learning Programme ID	252043
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	2 Days
NQF Level	5
Credits	6

Knowledge Leadership Management

H. Santos Building, 2nd Floor, West Wing
 30 Arena Close, Bruma, JHB, 2198
 P.O. Box 752423, Gardenview, 2047

T +27 11 856 4700 | 010 020 3920
 F +27 11 622 5140
 E life@klmempowered.com

www.klmempowered.com

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Learning Assumed To Be In Place	<p>It is assumed that people starting to learn towards this standard are able to:</p> <ul style="list-style-type: none"> • Communication at NQF Level 4. • Mathematical Literacy at NQF Level 4. • Computer Literacy at NQF Level 4.
Originating Qualification	National Certificate: Generic Management (NLRD 59201)

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Specific Outcomes	Content Outline
<p>The qualifying learner is capable of:</p> <ul style="list-style-type: none">• 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 taking into account similarities and differences.• Dealing with disagreements and conflicts arising from diversity in a unit.	<ul style="list-style-type: none">▪ Defining Diversity▪ Diversity as a Potential Source of Discrimination▪ The Implications of Diversity for Internal and External Relationships▪ Cultural Biases, Stereotypes and Perceptions▪ The Benefits of Diversity in Team Members▪ Utilising the Diversity among Team Members▪ Meeting the Diverse Needs and Goals of Team Members▪ Meeting the Needs of Diverse Clients▪ Diversity in Beliefs, Values, Interests and Attitudes▪ Common Beliefs, Values, Interests and Attitudes▪ Encouraging the Expression of Diverse Viewpoints and Ways of Being▪ Sensitivity Towards and Understanding of Diversity▪ Acknowledging Incidents of Conflict and Disagreement



Content Outline		Content Outline	
<ul style="list-style-type: none">Identifying Cases of Unfair Discrimination and Discriminatory Practices		<ul style="list-style-type: none">Using Disagreements and Conflict as Opportunities for Learning	

Unit Standards

ID	Unit Standard Title	Level	Credits
252043	Manage a diverse work force to add value	5	6
Total			6

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