

UNDERSTANDING CULTURAL DIVERSITY

(Non-Accredited)

Duration : Half Day

Delivery Method
Face-to-Face / Virtual / Blended



UNDERSTANDING CULTURAL DIVERSITY

OVERVIEW

This practical workshop helps participants understand and appreciate cultural diversity within the South African workplace. Participants will explore how differences in culture, language, religion, beliefs, opinions, and backgrounds can influence communication, relationships, teamwork, and customer service. The workshop encourages respect, inclusion, open-mindedness, and harmonious working relationships.

1. UNDERSTANDING SOUTH AFRICA'S DIVERSE SOCIETY

- Recognising South Africa as a diverse nation with different cultures, languages, religions, and beliefs
- Understanding how diversity shapes workplace interactions
- Appreciating the value that different backgrounds bring to a team

2. RESPECTING YOURSELF AND OTHERS

- Learning the importance of self-respect and respect for others
- Understanding how respect supports positive working relationships
- Encouraging dignity and fairness in everyday interactions

3. RESPECTING DIFFERENT OPINIONS AND BELIEFS

- Recognising that people may have different viewpoints and experiences
- Learning to listen to and respect opinions that may differ from your own
- Creating space for open and respectful discussion

4. COMMUNICATING ACROSS CULTURES

- Learning how to relate and communicate with people from diverse backgrounds
- Understanding how culture may influence communication styles
- Improving communication with colleagues, customers, and stakeholders

5. SHARING AND UNDERSTANDING BELIEFS

- Encouraging respectful sharing of personal beliefs and perspectives
- Learning from others' experiences and cultural backgrounds
- Building mutual understanding through positive engagement

6. LIVING AND WORKING IN HARMONY

- Understanding how respect and inclusion support teamwork
- Learning how to show care and interest in people who are different from you
- Promoting cooperation, trust, and workplace unity

7. RESPECT IN THE WORKPLACE AND WITH CUSTOMERS

- Expecting and giving respect in professional relationships
- Relating positively to colleagues and customers from different backgrounds
- Supporting a respectful and customer-focused workplace culture

8. OVERCOMING BIAS AND ASSUMPTIONS

- Identifying biased opinions that may influence behaviour
- Understanding how assumptions can affect workplace relationships
- Learning to challenge personal bias and build more inclusive habits

KEY OUTCOMES

Participants will gain a better understanding of cultural diversity, respect for different beliefs and opinions, improved communication across cultures, stronger relationships with colleagues and customers, and practical awareness of how to overcome bias and work more harmoniously with others.