



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Diversity—**
Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

- **Teamwork—**
Organizes work tasks, people, and resources to deliver most effectively on organization goals.

RELATED COMPETENCY CATEGORIES:

- **Communication—**
Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.

- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

Understanding Diversity

SUMMARY

Diversity in the workplace is increasingly a topic of discussion. Various studies have attempted to quantify the impact of diversity on the success of an organization. While the resulting statistics and conclusions may differ, it remains clear that today's employees and their leaders encounter a wide range of difference when interacting with their colleagues. When addressed poorly, these differences may cause conflict and reduce productivity. When you manage these differences well, this richness of diversity can create an environment of inclusion that produces strong work teams.

CONTEXT

In this module, you will identify the various ways you react to other people when you perceive either similarities or differences. You will uncover the basis of your physiological reaction to those who seem to be different. You will use a strategic approach based upon respect to break down barriers and build relationships.

At the completion of this module, participants will be able to:

- Understand their reactions to others
- Commit to use proven tools to bridge differences
- Identify a process to make the most of diversity

"With realization of one's own potential and self-confidence in one's ability, one can build a better world."
—Dalai Lama