Diversity and Change

Tamas Consultants Inc.
Almonte, Ontario
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Diversity and Change

Concepts and Tools for Managing Diversity in Turbulent Times

It is very difficult to make predictions—especially about the future.
Yogi Berra

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Workshop Topics

Our Changing Society	Summary of social change, impacts on organizations
Perception of Racism in Management Decisions	Six factors linked to a perception of racism in workplace decisions
Diversity and Human Relations	Introduction to intercultural relations in a diverse and changing society
Managing Change and Instability	Brief description of application of chaos theory to organizational change in an unpredictable universe
Interpersonal Communication	Basic relationship skills needed to manage diversity and unpredictable change
Groups in a Changing Organization	Introduction to group process and an analysis of group behaviors that prevent or foster organizational learning
Creative Use of Conflict	Description of destructive and constructive conflict
Work Groups and Teams	Introduction to work groups and teams, and a rapid and effective work group diagnostic instrument
Power and Change in Organizations	Power and powerlessness, responses to change, locus of control, change as loss or as opportunity
Responses to Organizational Change	Resistance to identity change; stages of response to organizational change: denial, shock, anger, acceptance, etc.
Learning and Planned Change	Role of manager as educator and change agent, brief summary of instructional design and planned change
Emotions, Self-Management and Change	Self-management in human relations, emotions, change and choice

Introduction

This workshop helps managers and employees deal with the impacts of diversity, instability and unpredictable change. It provides concepts and tools to assist managers and employees to understand and deal effectively with the reality of operating in a turbulent environment.

The workshop increases skills needed to address the human impacts of activities such as diversification, downsizing and related changes in their organizations. These human relations skills lend order to instability and foster the creativity that makes it possible for organizations to thrive in these rapidly-changing times.

Information is presented in the following categories:

- Our changing society
- Perceptions of racism in management decisions
- Diversity and human relations
- Managing change and instability
- Interpersonal communication
- Groups in a changing organization
- Creative use of conflict
- Work groups and teams
- Power and change in organizations
- Responses to organizational change
- Learning and planned change
- Emotions, self-management and change

There is much more in this manual than can be covered in a brief training session. This workbook is a resource for dealing with the human impacts of diversity and organizational change—workshops are tailored to each organization and material is selected as required to meet the needs of particular groups of learners.

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