

# Leading and Managing Diverse Teams

## Overview

**Leading and Managing Diverse Teams** is an engaging and impactful one-day workshop which generates mindset shifts and immediate changes in behaviour to support positive development on a personal and organisational level.

**Having completed the training, 100% of participants state that they:**

- have a better understanding of the business case for diversity and inclusion
- have a better understanding of unconscious bias and its impact in the workplace
- have gained new tools and confidence in relation to managing diverse teams
- have a better understanding of the impact they have in creating an inclusive culture
- 100% of participants agreed that the training will contribute to business improvements
- 100% of participants would recommend the training to others



## Background

Skills 4 was established in 2006 and for the last ten years has been working successfully with companies in the field of diversity and inclusion. As sector specialists in Engineering and Construction, we have engaged with more than 100 companies including: Atkins, Arcadis, Balfour Beatty, HS2, Kier, Mott MacDonalds, WSP Parsons Brinkerhoff, MACE, Rolls Royce, BAE Systems and Siemens.

## Content

Increasingly diverse workplaces require leaders and managers to demonstrate enhanced empathy, communication and people-management skills internally, as well as increased flexibility, diverse thinking and rapport building skills to produce more positive client relationships and business outcomes.

Delegates are reminded that diversity is much bigger than just the EA 2010 protected characteristics. Diversity - and its benefits - encompass differences in skills, experience, education, culture, appearance, outlook, views etc.



**Unconscious Bias** Detailed explanations on how bias is created and maintained precedes a practical demonstration of how our unconscious mind has significant influence over our conscious thinking. Practical explanations and examples of affinity bias, attribution bias and confirmation bias are uncovered so that delegates understand how bias can play out at work in terms of recruitments, performance reviews, allocation of work and the creation of homogeneous teams.

**Gender Smart Communication** Whilst there are more similarities than differences between genders, there are subtle differences (such as use of humour, attitude to conflict etc) which, if left unexamined can result in unnecessary misunderstandings, damaged relationships and reduced moral. Using humour, sensitivity, and of course acknowledging that these behaviours are averages rather than absolutes, participants will gain insights to enhance communication skills and produce more positive outcomes.

**What is my role as a line-manager/leader?** This section highlights the benefits of inclusive management and leadership styles on team and business performance. Towards the end of the workshop, delegates are given case studies to check understanding and ensure they leave the session with improved knowledge, skills and confidence to lead and manage their teams.

## Outcomes

**By the end of the session, participants will:**

- Understand what is meant diversity and the relevant business case
- Understand how unconscious bias and stereotypes are created and maintained
- Be able to explain to others how unconscious bias can play out in the workplace and know what to do about it
- Know where to access unconscious bias tests after the session
- Develop enhanced communication skills and understand how to build better rapport
- Be better equipped to manage and inspire people to maximise results and improve staff engagement
- Understand their role and impact as leaders and managers and create individual action plans to improve behaviours and culture.

*"The trainer was engaging, challenging and impactful, skilfully using humour and interaction to deliver a very serious message and move individuals to action.*

*Everybody needs to experience this!"*

**Caroline Brown**  
Associate Director  
Energy  
Atkins

*"Skills 4 delivered a session with specific focus on unconscious bias highlighting the impact it can have on decision making at work. The talk was well presented to a multi-cultural leadership team with humour and clear experience of the issue."*

**David McMahon**  
VP & GM Asian OEM's Europe  
Johnson Controls

*"The successful partnership between Prinovis UK and Skills 4 started in 2013.*

*For Prinovis UK, Diversity Development means Skills 4."*

**Vicci Tatton HR Director**  
Prinovis UK LTD.