

TRAINING: MANAGING DIVERSITY IN YOUR TEAM

Company name : POST LUXEMBOURG

Activity sector : Activités spécialisées, scientifiques et techniques

Company category : Secteur Public

Description of the action

POST Luxembourg offers its employees who supervise teams a two-day training course with the aim of raising awareness of the importance of equality and diversity at work and improving the way teams are managed and operate through awareness-raising and diversity management training for team leaders. This training also contributes in particular to improving team cohesion, motivation and performance. It offers concrete responses to managers of diverse teams (gender, origin, status, culture, age, etc.).

Context

POST Luxembourg has some 2,850 employees of 28 nationalities and 5 generations. As the largest national operator of telecommunication/ICT and postal services, also offering financial services, POST Luxembourg brings together a whole range of different professions.

Approach

The following topics are covered:

- Definition and conditions for the proper functioning of a team
- Equality and diversity at work: definition, legal framework, components of diversity, challenges and benefits of diversity
- Definition of psychosocial risks and the European and Luxembourg legal framework
- Basics and techniques of communication
- Intercultural Communication
- Management and intergenerational communication
- Definition and strategies for conflict management
- Methods of intervention in relation to relational suffering at work
- Synthesis and individual action plan

Objectives

At the end of the training, participants should be able to :

- detect discrimination and behaviour prohibited by law
- preventing discrimination and psychosocial risks
- deal with situations of discrimination and conflict encountered by their team
- identify a person in distress (discrimination and psychosocial risks) and respond appropriately
- acquire and develop methods and tools to make diversity a performance lever

Impact

By becoming aware of the stakes and benefits of diversity and their role, participants learn to decipher stereotypes and change their outlook, which will help them to become more aware, more open, more humanly rich team managers. At the end of the training, participants will be aware of the importance of equality and diversity at work, their role, their natural style of communication and conflict management.

« To do »

Ensuring that the training participants are sufficiently diverse to reflect the reality on the ground and to stimulate exchanges of experience and discussions.

« Not to do »

Limiting training to department heads only, but offer it to team managers at all levels.