

Business Services Training

Unit of Competency

Work Effectively with Diversity
BSBDIV301A

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit applies to individuals who work in a variety of contexts, where they will be expected to interact with a diverse client and/or co worker population.

Competency Field

Workforce Development – Diversity

Work Effectively with Diversity

This book supports BSBDIV301A, Work Effectively with Diversity in the BSB07 Business Services Training Package.

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2.1 Identify and value differences in others

In the workplace, it is not enough to simply tolerate individual differences. We must accept and utilise them to maximum advantage. Everyone likes to do something really well, and everyone can do something really well – we just have to find out what that skill is and ensure it is visible and valued.

The value of some differences is obvious. The person who speaks another language can help with dealings using that language; the computer geek fixes computers. It's all a case of horses for courses. But while we recognise and value some differences, we are inclined to miss or ignore others.

There are lots of tools available to help us see how others differ and understand how to work with those differences.

Temperament tests

There are lots of different kinds of temperament, personality or work style tests that give us insights into ourselves and others.

So let's look at who you are in this system? Personality style tests can be fun to do, and can really help in raising your own self-knowledge and ability to understand others.

	<p>Exercise 35 – Activity, identifying personality differences</p> <p>The Keirsey temperament Sorter – 4 types</p> <p>This test identifies 4 basic personality types and divides them further into 4 subgroups – meaning 16 types in all. The online version identifies the basic 4 types.</p>
	<ul style="list-style-type: none"> ▪ Go to http://www.advisorteam.com/temperament_sorter/register.asp?partid=1 and login. ▪ Once you are on your personal page, select Take the Keirsey Temperament Sorter II. This will identify which one of the four basic types you are. It will not identify the additional sub-types, but this is enough to be going on with. ▪ When you have finished, read and print your report. Remember there is no right or wrong personality. We need every type for a functioning workplace or society. ▪ Get into a group of two to four people with different personality types, and compare your reports.



The Keirsey temperament Sorter – 16 types

- If you want to explore the 16 types try http://similarminds.com/personality_tests.html
- Check out any of the other tests.
- The famous leader test is fun

The Team Management Profile

You can also have a look at the Team Management Wheel. This is another way of cutting the cake and is a really useful one to use in organisations.

You can read about this on <http://www.tms.com.au/tms03.html>, but unfortunately there is no free online test. To get an idea what it is about, look at the wheel and identify which “slice” is most like you. If you are right, you will find you are a little bit like the type on either side, and very different from the type opposite. Again, it takes all sorts, and any workplace must have the full range to function healthily.



Story telling about those who cross boundaries

Each and every one of us has experienced discrimination and bias, whether it is because we are too fat or too thin, too short or too tall, wear glasses or squint, speak with an accent or wear outrageous clothes.

But perhaps, the hardest difference of all to deal with, is to **be** the person who spends time with people who are different. Look around you at work, school or home. Who can you see who takes no notice of differences and crosses those boundaries? They are the person who takes time to talk to the deaf kid, who reads books at the local association for the blind, who has a partner from a different ethnic group.

These are the people who have crossed the boundaries and found that those boundaries are just not there.

Who are the boundary crossers in your workplace, school, community, family, church? What makes them boundary crossers?



Exercise 36 – People who cross boundaries

1. Talk to the boundary crosser you admire most and ask them the following questions:
 - What boundary have they crossed?
 - How difficult was it to cross the boundary?
 - How did their friends and associates react to their decision to cross that boundary?
 - How did the person on the other side of the boundary respond?
 - What are the rewards of having crossed the boundary?
2. Write up the answers to these questions and prepare a short talk to give to the group explaining what this person has done and why you admire them.
3. Identify a boundary you would like to cross and tell the group how you intend to go about it OR a boundary you have crossed and how you did it.

2.2 Encourage sharing of differences

Sharing amongst your class group

Are you able to encourage colleagues to utilise and share their special qualities, skills or backgrounds with you and other team members and clients in order to enhance work outcomes?

	<p>Exercise 37 – Sharing and learning across cultures</p> <p>Think about something you have learned from your family or church that you can do better than anyone in your group.</p> <p>You can maybe cook something, or make something, or communicate in a way that others in your group cannot.</p> <ul style="list-style-type: none"> ▪ Between sessions, prepare a 1 minute talk on the “different” thing that you do, to share with the group next session. ▪ Think about something that one other person in your group can do better than you that you would like them to share. <p>In your next session you can EITHER give your 1 minute talk or ask another person to share their skills with you, or do both if the group is small or has time.</p>
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Of course, there is more to accepting differences than just knowing THAT the other person has something to offer that you don't. Much more challenging is knowing how to listen when that person is disagreeing with you or trying to suggest that YOU do something their way. A real challenge for companies is to get people to express their good ideas, and get other people to listen to them.

However, all is not lost – there are specific skills designed to get this to happen.

Facilitation methodologies

Organisations often use formal “facilitation” practices to get the best out of everyone in the room. Trained facilitators use special techniques to encourage everyone to participate and everyone to contribute their unique talents and skills. This works well where any kind of discrimination is likely to occur. It is the job of the facilitator to make sure no-one is discouraged from contributing.