

# FREE TO GROW

## WorkQ® Diversity

*In theory, diversity is a gift to be treasured and valued. In practice, diversity often becomes a burden that drives people into different camps and destroys harmony. Organisations need their people to work together to achieve results. Polarisation destroys commitment, breaks down morale and impacts productivity negatively. Time is wasted with unnecessary conflict and pent up frustration blows even small incidents out of proportion, further breaking down trust.*

No wonder organisations are increasingly looking for diversity programmes that will help them create an environment where all employees feel included, valued and safe. Research on the impact of such programmes sadly shows very little, if any, positive effect. We believe the reason for this to be the focus of the word diversity, where the spotlight is placed on differences rather than commonalities. This approach can be divisive and generate defensiveness.

Our approach is to focus on what brings people together. We help employees to:

- \* reflect on their own stories and listen to those of others
- \* explore their dreams and hopes and develop a deeper understanding of those of their co-workers whom they easily label as 'them'
- \* reflect on their values and beliefs and understand how this shapes their behaviour
- \* understand how what they do and what they say impacts others and what the consequences of this are on relationships and work climate
- \* unpack the kind of workplace they want to be part of and what this requires from each employee
- \* explore the link between the individual employee and the organisation and understand the role they as individuals need to play in helping the organisation survive and thrive in a tough economy
- \* develop the practical skills to be and work with each other more constructively

This version of **WorkQ®**, our highly successful employee engagement programme, has been specially customised to offer an alternative to traditional diversity training. It offers an inside out approach to diversity, viewing it not as the entry point, but as one of the ripple effects of individual growth and organisational alignment.

**WorkQ®** is not a magic wand, nor an instant solution. It is a meaningful intervention that creates a common language in an organisation, aligns its people behind a common purpose and gives them the tools to create an environment where respect, trust and understanding become the norm.

**"I am very, very impressed. The facilitators really know their 'stuff'. We have already seen big changes in the dynamics between the crew."**

Anthony Castle  
Fleet Operations Manager,  
Sea Harvest

**"I am really impressed with the quality of the programme and the attention to even the tiniest detail. It is clear that a lot of care went into putting the programme together and making it specific to the needs of our organisation. The shifts I saw in people who attended were truly astounding."**

Susan Myburg  
GM, Learning Institute,  
South African Post Office



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## Programme Overview

### Introduction

- \* **The journey**
  - The importance of work in your life.
  - What kind of work environment you need and want.
  - The four journeys that influence this.

### Module 1: Personal journey

- \* **Self-awareness: Where the journey starts**
  - Being able to hear the voice of gut, emotion and logic, and knowing when to listen to each.
- \* **Self-esteem: Your brake or your petrol pedal?**
  - Your life journey and how this influenced you.
  - How other people and life build and knock your self-esteem and the effect this has on you.
  - Dealing with pain of the past so you can focus your energy on making the most of the present to create the future you want.
- \* **Attitude: Petrol for the journey**
  - The role of ownership, resilience and optimism in dealing with challenges.

### Module 2: Work journey

- \* How you view work and how this affects the contribution you make and the results you achieve.
- \* Seeing work as a gift and finding meaning in your work.

### Module 3: The organisation's journey

- \* Where the organisation comes from and the journey up to now: What you can be proud of and what gives you hope for the future.
- \* The realities of the current business environment – increasing pressure towards greater effectiveness and high performance: How this is affecting your organisation.
- \* What is important to your organisation right now and your role in achieving this

### Module 4: Interpersonal journey

- \* The role of people in an organisation: How they shape the culture and determine results.
- \* What is required to work effectively with other people.
- \* Stereotypes and prejudices: Where they come from and how to deal with them.
- \* The need to build each other up and not break each other down.
- \* Growing trust, respect and openness in your work relationships.
- \* Respect: What it is, why all people need it and how you can show and earn more respect.
- \* Open communication: Expressing your needs, feelings and concerns in a way that is open and honest, but respectful.
- \* What to do when people put you down: The need to respond from the head and not from the gut or the heart.

## Target group

Different versions for workers on different job levels.

## Duration

3 days

## Group size

A maximum of sixteen participants to ensure that all get the opportunity to fully participate.

**“WorkQ® is fantastic! It has been a pleasure introducing your work to WBHO and witnessing the remarkable impact your programmes make.”**

Zoe Loeve  
Organisational Development  
Manager, WBHO

**“We are delighted by the impact. Managers are seeing a huge change and an absolute turnaround in attitude. They say that things that used to be like pulling teeth now just happen!”**

Debbie SanClair  
Regional HR Manager,  
Polyoak Gauteng



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