

## **MANAGE A DIVERSE SERVICE ENVIRONMENT**

(This programme is conducted in partnership with SQ Centre)

### **DESCRIPTION**

This unit covers knowledge and application skills required to manage a diverse service environment. It involves promoting inclusiveness, building team cohesion and managing diversity challenges and opportunities that may have implications on service delivery.

### **TARGET PARTICIPANTS**

- Call Centre Supervisors
- Crew / Section / Team leaders
- Assistant Store Managers
- Supervisors
- Service Team Leaders

### **DURATION**

2 days (16 hours)

### **LEARNING OUTCOMES**

- Promote an inclusive work environment which embraces diversity
- Build team cohesion to achieve organisational service excellence
- Manage challenges and opportunities relating to diversity that have implications on service delivery

### **COURSE CONTENTS**

- **Promote an inclusive work environment which embraces diversity**
  - Recognise implications of diversity markers at work
  - Show respect to people from diverse backgrounds by creating an inclusive and supportive environment through methods like:
    - Role-modelling
    - Sharing of experiences
    - Establishing group experiences
- **Build team cohesion to achieve organisational service excellence**
  - Set common goals and their corresponding roles, duties and responsibilities
  - Establish understanding of organisation's vision, mission and values
  - Build and maintain trust, respect and rapport with team
- **Manage challenges and opportunities relating to diversity that have implications on service delivery**
  - State expectations and set ground rules for staff interaction, and remaining objective and unbiased when conflicts arise
  - Transform conflicts into opportunities for greater team cohesion
  - Organise activities to facilitate understanding among team members

### **LEARNING METHODOLOGY**

- Mini-lectures
- Group discussions
- Role-plays

# **BUSINESS FUTURE**

## **C O N S U L T I N G**

- Quizzes
- Videos
- Case studies

### **ASSESSMENT**

Participants are required to undertake assessments which may take the form of:

- Learning journal
- Role-play
- Oral question

Participants who fulfill all requirements will receive a Statement of Attainment (SOA) issued by the Singapore Workforce Development Agency (WDA).

### **COURSE FEES**

WDA-funded Course Fee*	:	\$52.43 nett
Full Course Fee	:	\$524.30 nett

All fees stated are inclusive of 7% GST.

(\*90% course fee support for Singaporeans/SPRs only. Conditions apply)