



**Maximising people contribution; reducing behavioural risk.**

## **Managing Differing Perspectives**

### **Overall Course Aims:**

To raise participants' awareness of their responsibility to support a culture of working collaboratively with difference, and to increase participants' skills and confidence in raising concerns about diversity issues and sensitively tackling inter-personal conflicts.

### **Objectives:**

By the end of the workshop participants will:

- Gain a greater understanding of what can be perceived as inappropriate behaviour;
- Appreciate the nature of difference and the importance of understanding and working effectively with differing perceptions, needs and behaviour;
- Recognise the personal and organisational vulnerability to litigation;
- Be able to use a more constructive communication style to tackle sensitive issues;
- Understand their responsibilities to pro-actively facilitate a culture of respect, courtesy and consideration;
- Appreciate the personal and organisational benefits of recognising and valuing difference.

### **Examples of Feedback**

- *Absolutely brilliant course - which should be made mandatory for all people managers or aspiring people managers. A real eye opener and lots to take back into the work place.*
- *Fantastic!! Great fun, easy to digest, recommend it to everyone else.*
- *Provided a clearer scope on communicative model and look at empathy of action.*
- *The content was relevant + easy to understand. Will definitely give me the confidence to address situations in the future.*
- *Being a new manager this course was an integral part of my development and found it extremely useful.*
- *Very interesting course which reflected the title very accurately. Given me some very useful tools to use and cleared up several issues for me.*
- *I have learnt a lot on this course and found it very beneficial to my day job.*

**The Harmony Partnership (UK) Ltd**

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**For more information contact us on –**

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**Who Should Attend?** Professionals and line managers at any level who would benefit from increased confidence and skills in managing differing perspectives and in responding to potentially sensitive situations. Complementary workshops are also available for non-management employees.

**Maximum Number of Participants:** Twelve to allow sufficient time for challenge and debate.

**Training Approach:** Trainers use a facilitative, coaching approach with a wide range of tools and training methods that cater for all learning preferences; thereby providing a stimulating, challenging and informative learning arena.

## Example Content

The Two Trees - Activity & Discussion

Key Messages from Employment Tribunals – Case studies

The Intergalactic Conference – Activity and Discussion

Understanding Diverse Needs - Discussion

Constructive Communication – Case Studies/ experiential learning

Rights & Responsibilities – Activity and discussion

Managing Different Perspectives – Case Studies

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