Course : Public sector: managing diversity

Practical course - 2d - 14h00 - Ref. DIV
Price : 1400 CHF E.T.

Intergenerational relations, secularism, diversity, public culture and private-sector employees: avoid the pitfalls and encourage collaboration. Know how to comply with regulations and implement a strategy based on cohesion, respect, tolerance and quality of life at work.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the legal framework and policies for managing diversity in the public sector
- ✓ Mastering diversity management tools
- ✓ Valuing differences within a team and creating cohesion
- ✓ Federating and supporting intergenerational and intercultural audiences
- ✓ Respecting the principle of secularism and understanding its regulations in the public sector
- ✓ Preventing and resolving conflicts in work situations with a heterogeneous public

Intended audience
Team managers in the public sector.

Prerequisites
Management experience desirable. Basic knowledge of management.

Practical details

Hands-on work
Role-playing, practical exercises, building an action plan, collective reflection.

Teaching methods
Active teaching based on discussion, guided exercises and role-playing. Evaluation throughout the course, and development of a personalized action plan.

PARTICIPANTS
Team managers in the public sector.

PREREQUISITES
Management experience desirable. Basic knowledge of management.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES
• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

Course schedule

1 Understanding diversity in the public sector

- Discrimination in the civil service: definition, criteria, figures and sanctions.
- Direct or indirect discrimination.
- "Charter for the promotion of equality ... the public service" of December 17, 2013.

Group discussion
What is discrimination?

2 Understanding diversity management policies

- Senior employment.
- Intercultural exchange.
- Employment of disabled workers.
- Professional equality between men and women (law of March 12, 2012).
- Gender policy.
- Commission "Laïcité et fonction publique" (June 2016) and its principles.
- Positive discrimination.

Hands-on work
In sub-groups, create a diversity map.

3 Adapt your management style to each agent

- Identify frames of reference, representations and cultural shocks.
- Define your employees' needs and expectations.
- Create a team dynamic that takes into account each individual's particularities.
- Adapt your communication style to the culture of each individual.
- Communicating within a team: written, oral, formal and informal techniques.
- Understanding the relationship to time and expectations of N+1 and the employer.

Hands-on work
In sub-groups, create a summary sheet on a diversity topic.

4 Managing conflicts and difficult situations

- Identify your missions with regard to secularism, gender equality and Quality of Life at Work (QWL).
- Preventing conflict: stereotypes, rights and obligations of public servants.
- Managing conflict situations: conflict resolution methodology.

Role-playing
Reframing an employee, leading a mediation meeting or conducting a difficult meeting in a diversity situation.

5   Using HR tools to manage heterogeneous teams

- Guaranteeing non-discriminatory advancement: methods, tools and control.
- Map agent skills.
- Develop training.
- Define career paths adapted to each agent.
- Enforce rules and set objectives during the interview phase.
- Organize the transmission of knowledge through tutoring and mentoring.

Hands-on work
Build a team management action plan.