

DIVERSITY TALENT MANAGEMENT[®]

Participants: For Supervisors, Managers and Mentors of leadership and accelerated development candidates

Length of workshop: Half-day with individual coaching on an as-need basis

OVERVIEW:

This course was designed to assist the managers and mentors of minority and female candidates to become more proficient in handling two key and critical components of diversity management – providing feedback and coaching to their high-potential subordinates. A number of studies have found that managers and executives, particularly white males, experience discomfort when providing feedback to their minority and female subordinates and therefore ignore and/or bypass this aspect of their managerial responsibility.

Without honest and timely feedback from managers, candidates cannot know their growth and development areas and are therefore hampered in creating a professional growth strategy.

CONTENT:

- I. The need for ongoing dialogue between managers and diverse populations
- II. Review of feedback and coaching techniques
- III. Principles of cross-cultural and cross-gender communication
- IV. Practical application and problem-solving

OBJECTIVES:

- To create greater degrees of comfort in providing feedback and coaching to minority and female leadership candidates and mentees
- To assist managers in confronting fears regarding communication mistakes and generating complaints, lawsuits or alienating their subordinates
- To assist participants in enhancing their feedback and coaching skills within different populations

WHAT PARTICIPANTS GAIN:

- Alleviation of fears regarding honest and open feedback and coaching
- A mental map of successful cross-cultural communication and dialogue
- Practice with a variety of scenarios through the use of case studies and communication simulations