

Fairly and effectively recruiting, developing and managing difference

Introduction

Managers play an essential role in achieving organisational objectives and meeting the needs of clients. They are responsible for recruiting, managing and developing staff so they are able to perform to the highest standards. Therefore it is vital that all people with management responsibilities have the appropriate support and skills to effectively recruit, develop and manage diverse, successful and robust teams.

The role of the manager can sometimes get lost in the day-to-day activities and can be seen as an add-on. Problems arise when People Management is not considered or the importance of the role is underestimated. Effective managers will allow teams to achieve their best and meet organisational priorities. Managers must continue to challenge themselves and how they operate to ensure they are and remain fair and consistent.

Program Overview

The Manager's Master Class – Fairly and effectively recruiting, developing and managing difference will provide managers with the opportunity to:

- update and enhance their skills and understanding of how to best recruit, manage and develop staff
- look at how issues of diversity and inclusion need to be considered when managing, developing and recruiting colleagues;
- share and learn techniques and best practice in relation to managing, developing and recruiting;
- work through practical examples and difficult scenarios in order to avoid similar situations and learn how to deal with sensitive issues; and
- update and enhance their knowledge, skills and confidence in regards to recruitment, colleague development and people management.

The Manager's Master Class provides delegates with a hands on experience, placing them in the positions of staff members and managers, negotiating different challenging scenarios that are directly impacted by diversity characteristics. These group activities allows delegates to step outside their own practice and view the situation from different perspectives. In a safe and protective environment delegates will use role plays and cases studies to highlight how people's difference can unfairly and unconsciously impact on a fair process. The session will reinforce the need for consistency at all times, allow people to think about how and why they would handle similar situations and provide the opportunity to deal with difficult and sensitive situations in a safe learning environment.

The session can be adapted in a number of ways to suit the needs and experience of the delegates and can include the following topics:

- Developing inclusive job descriptions that promote diversity and inclusion
- How and where to advertise and what demonstrates inclusive practice
- Fair and consistent recruitment practices
- Interviewing practices that are informed by diversity
- Agile and responsive management to get the most from your diverse staff