



Western Technical College

## 10196169 Diversity and Change Management

### Course Outcome Summary

#### Course Information

<b>Description</b>	Addresses changes taking place in the workforce and their affect on the supervisor and the organization. Explores a broadened view of diversity, including values, age, gender, disabilities, education and culture. Provides an action framework for the supervisor to gain advantage by blending and capitalizing on the different skills and perspectives of people and creating an organization where everyone gives his or her best.
<b>Career Cluster</b>	Business Management and Administration
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	54

#### Pre/Corequisites

Pre/Corequisite 10196128 Professional Development Strategies

#### Textbooks

*Flex: The New Playbook For Managing Across Differences.* Copyright 2014. Hyun, Jane and Audrey S. Lee. Publisher: HarperCollins Publishers. **ISBN-13:** 978-0-06-224852-7. Required.

*Ouch! That Stereotype Hurts.* Copyright 2006. Aguilar, Leslie. Publisher: Walk the Talk Co. **ISBN-13:** 978-1-885228-72-7. Required.

#### Success Abilities

1. Cultivate Passion: Enhance Personal Connections

2. Cultivate Passion: Increase Self-Awareness
3. Live Responsibly: Embrace Sustainability
4. Refine Professionalism: Act Ethically
5. Refine Professionalism: Practice Effective Communication

## Experiential Learning

1. Community Based Learning Project: a key learning outcome of this course is to connect academic learning and civic development while simultaneously addressing a community partner's needs, interests, or problems.

## Program Outcomes

1. Apply effective leadership skills
2. Apply Human Resource policies and procedures
3. Perform supervisory management functions to achieve organizational objectives

## Course Competencies

### 1. Examine demographics and diversity in the workplace.

#### Assessment Strategies

- 1.1. Written Product

#### Criteria

*You will know you are successful when*

- 1.1. you summarize your multicultural profile.
- 1.2. you describe different cultures that make up the US workforce.
- 1.3. you describe different races that make up the US workforce .
- 1.4. you describe gender composition in the US workforce.
- 1.5. you describe age group composition in the workplace.
- 1.6. you describe different educational levels or brackets in the US workforce.

#### Learning Objectives

- 1.a. Assess personal diversity and uniqueness.
- 1.b. Describe types of diversity in the American workplace today.
- 1.c. Summarize ethical issues of diversity in the American workplace today.
- 1.d. Describe diversity related changes taking place in the American workplace today.

### 2. Illustrate the effect of perception on biases and organizational situations.

#### Assessment Strategies

- 2.1. Written Product
- 2.2. Reflection

#### Criteria

*You will know you are successful when*

- 2.1. you describe the history of your topic/issue.
- 2.2. you describe the current state with this issue.
- 2.3. you describe the likely, future trends with this issue.
- 2.4. you explain possible perceptions or biases with this issue.
- 2.5. you describe what you learned about this issues.
- 2.6. you explain things you can do personally to change perceptions about this issue.
- 2.7. you discuss ways to get others involved in changing perceptions about this issue.

#### Learning Objectives

- 2.a. Identify the bias/topic being explored.
- 2.b. List biases found in organizations in the US workforce.
- 2.c. Examine ways to change perception.
- 2.d. Analyze personal attitudes and biases about others in the workplace.
- 2.e. Identify how stereotyping hurts the organization.

### **3. Develop strategies for working with generational differences.**

#### **Assessment Strategies**

- 3.1. Written Product

#### **Criteria**

*You will know you are successful when*

- 3.1. you compare the differences between the current generations in the US workforce.
- 3.2. you describe potential problems due to generational differences in the US workforce.
- 3.3. you suggest a practical plan to help a multi-generational workplace work better together.
- 3.4. you describe personal experiences working with multiple generations in the US workplace,
- 3.5. you describe a minimum of two strategies for working with different generations in the workplace.

#### **Learning Objectives**

- 3.a. Identify the different characteristics for each of the current generations.
- 3.b. Examine strategies for working with people of other generations.
- 3.c. Identify the different generations within, or at your workplace.
- 3.d. Understand how to supervise people of all ages and generations
- 3.e. Identify generational stereotypes.

### **4. Analyze the impact of organizational culture on diversity.**

#### **Assessment Strategies**

- 4.1. Written Product

#### **Criteria**

*You will know you are successful when*

- 4.1. you assess what your organization is doing to value diversity.
- 4.2. you assess where the organization is falling short in valuing diversity.
- 4.3. you assess what action/change could be made to positively impact diversity in the organization.
- 4.4. you summarize how valuing diversity might impact the organization if changes are made.

#### **Learning Objectives**

- 4.a. List elements that enhance or prevent diversity in the workplace.
- 4.b. Analyze an organization's current realities regarding diversity and inclusion.
- 4.c. Explore different tools to assess organizational diversity and inclusion efforts.

### **5. Summarize communication barriers in a diverse workplace.**

#### **Assessment Strategies**

- 5.1. Written Product
- 5.2. Reflection

#### **Criteria**

*You will know you are successful when*

- 5.1. you explain diversity-based communication barriers present in the organization.
- 5.2. you summarizes strategies for overcoming these obstacles.
- 5.3. you summarize reasons and strategies to improve communication.
- 5.4. you summarize how barriers impact communication.

#### **Learning Objectives**

- 5.a. Define common communication obstacles that occur in the workplace.
- 5.b. Describe how gender can create obstacles to communication.
- 5.c. Describe how cultural differences can create obstacles to communication.
- 5.d. Identify strategies for overcoming other diversity related obstacles.

## **6. Develop a diversity change management strategy.**

### **Assessment Strategies**

- 6.1. Written Product
- 6.2. Case Study

### **Criteria**

*You will know you are successful when*

- 6.1. you describe leadership's support for change.
- 6.2. you describe ideas of how to improve leadership's support for diversity.
- 6.3. you recommend ideas of how to improve cultural support.
- 6.4. you describe how all levels can promote and participate to improve diversity.
- 6.5. you determine overall readiness for diversity change.
- 6.6. you identify ideas of how to improve diversity.
- 6.7. you describe ways to build support for a diversity training program.
- 6.8. you include diversity standards/competencies.
- 6.9. you describe ideas of how to develop standards/competencies to help establish diversity initiatives.

### **Learning Objectives**

- 6.a. Assess your organization's willingness to change.
- 6.b. Discuss the need for diversity related change from the customer, employee, and organizational level.
- 6.c. Assess what other organizations are doing to create a diverse, inclusive place of work.
- 6.d. Develop "next steps" for change.

## **7. Outline the change process as it relates to managing diversity and inclusion in the workplace.**

### **Assessment Strategies**

- 7.1. Written Product

### **Criteria**

*You will know you are successful when*

- 7.1. you describe problem with managing change as related to diversity.
- 7.2. you list forces that affect change.
- 7.3. you list forces that impede change.
- 7.4. you lists solutions to help drive this change.

### **Learning Objectives**

- 7.a. Describe an organizational change model.
- 7.b. List forces that drive change.
- 7.c. List forces that restrain change.

## **8. Develop follow-up strategies for monitoring your organization's diversity initiative.**

### **Assessment Strategies**

- 8.1. Written Product

### **Criteria**

*You will know you are successful when*

- 8.1. you include a control plan for diversity implementation.
- 8.2. you develop methods for monitoring the initiative.
- 8.3. you include action items for future development.

### **Learning Objectives**

- 8.a. Describe what needs to be done in the selected organization.
- 8.b. Describe how cross-cultural diversity can happen in the selected organization.
- 8.c. Develop strategies for managing cross-cultural diversity in teams.

## **9. Outline an environment that celebrates success.**

### **Assessment Strategies**

- 9.1. Written Product
- 9.2. Oral Presentation

## **Criteria**

*You will know you are successful when*

- 9.1. you identify ways current organization celebrates diversity.
- 9.2. you design ways to celebrate success.
- 9.3. you describe personal accomplishments where diversity is concerned.

## **Learning Objectives**

- 9.a. List personal accomplishments in diversity.
- 9.b. List organizational accomplishments of an organization.
- 9.c. Describe measurement strategies.
- 9.d. List ways to celebrate successes.