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# Diverse Europe at Work



## DEW Training Manual

These materials have been developed on behalf of the DEW Project by  
Language Training London

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## HOW TO USE DIVERSE EUROPE AT WORK

**DIVERSE EUROPE AT WORK** is a sixteen unit training course to help you better understand the people you work with who come from other countries. The course has three versions:

- DEW DVD with sixteen units
- DEW Express with sixteen worksheets for quick reference.
- DEW Training Manual with sixteen units and a guide to use

### *DEW DVD*

Each scenario focuses on one key theme about diversity at work in Europe, and also reflects other issues. For example, the issues raised in Gender (the role of women in the workplace) overlap with Religion (the views of men about women), and Dress (when dress codes conflict with work practice).

The setting for the scenarios is neutral: they are in no particular place, yet they illustrate what can occur anywhere – the scenarios are both nowhere and everywhere, reflecting typical workplace locations, such as hospitals, construction sites, and offices.

The dramatisations present a scenario with a dilemma or conflict issue, but no definitive solution is offered. It is up to the viewer to decide what the core issue is and the best way to resolve it in order to ensure good working relations and good performance. In the process of discussion, participants will learn more about the backgrounds, lifestyles and opinions of others.

The sixteen core themes are

AGEISM	Is she too old?
AUTHORITY	He's the boss
BODY LANGUAGE	Look me in the eye!
CULTURAL SENSITIVITY	In my country, everything's better!
DISABILITY	She can manage fine
DRESS	Should she wear that?
FITTING IN	She doesn't fit in
FOOD	Can they eat that?
GENDER	That's no job for a woman
PUNCTUALITY	Is she late again?
RACE	Are you picking on me?
RELIGION IN THE WORKPLACE	We need somewhere to pray
SEXUAL ORIENTATION	You can't say that!
TALKING TO FOREIGNERS	How else can I put it?
UNDERSTANDING FOREIGNERS	I don't know what she's talking about!
WORK RELATIONSHIPS	Friend or colleague?

### *DEW Express*

This presents one page reference sheets for using the DVD for self-study, for quick reference, or for group study where a minimum input is sufficient.

### *DEW Training Manual*

The DEW Training Manual provides a series of activities designed to help viewers understand the issues, focus discussion on key differences, explore and appreciate differences of opinion and get recommendations for best practice in resolving these and similar situations that might arise at work. The training manual has two formats.

The full training manual provides all the material you need for group viewing and discussion, using the DVD One-hour worksheets on each topic on the DVD.

### *Working with the DEW Training Manual*

The manual is extremely simple to use. There are sixteen units and you can go through in order or choose the topic that is most interesting to you.

Each unit has the same structure. Simply start at the beginning and go through the exercises in order.

*Structure of the print units in the DEW Training Manual*

<b>Activity</b>	<b>Explanation</b>
Aims	This explains the key objectives of the unit.
Preview- at work	This helps you understand your own culture's view on the topic dealt with in the unit.
Scenario	This introduces the drama you will watch.
Focus	This identifies key features to focus on when watching the scenario.
Simulation	This invites you to discuss with another 'character' and try to resolve the difference in views that caused the tension in the scenario.
Your view	This invites you to discuss your own opinion of the issues expressed through the scenario and to agree or disagree with certain statements arising from it.
Your workplace	This is an opportunity to discuss how the issues raised in the scenario might relate to your own workplace.
Other situations	This is a series of alternative scenarios (all taken from real life) which offer similar types of situation for review and discussion. You are invited to say what you might do or advise in each situation.
Best practice	This is for you to read and study as it describes some of the legal issues that might arise and also recommends best practice in commonly encountered situations.
Outcomes	This is the opportunity for you to think what you can do as a group (group outcomes) and what you can do as an individual (personal outcomes) as a result of studying the issues presented in the scenario.
Check	The section helps you revise what you have learned and encourages you to find out more about the cultures in your organisation.
Script	This section contains the DVD unit scripts for more detailed study and reference, if you need it.
Solutions	This section contains suggestions for possible solutions to the Best practice sections of each unit.
Check solutions	This section gives you the answers to the Check section.

### Skills development

The DEW Training Materials develop a range of intercultural skills. The activities are designed to enhance your understanding, your competence and your ability to apply intercultural skills.

Skills developed in the course	Activities to develop skills
Understanding your own cultural style	Preview- at work Your view Your workplace
Comparing with another's cultural style	Your view Simulation
Developing empathy – putting yourself in the other person's position	Simulation
Developing cultural knowledge and skills to deal with the situation	Other situations Best practice Check
Developing the ability to reflect and review how you feel and what you will do	Aims Outcomes

### The Legal Framework

The European Union has introduced legislation to make discrimination in the workplace on the grounds of race, religion, gender, age, disability and sexual orientation illegal and this is being progressively enacted into the national legislation of all member states. If companies fail to comply with the legislation they can be challenged in employment tribunals, in the law courts and even, at the extreme, in the national Supreme Court or the European Court of Human Rights. The important provisions of most recent legislation are that organisations must be pro-active in ensuring that legislation is complied with and that even non-compliance that is *indirect* may be actionable.

All the scenarios and training materials relate to compliance issues in Europe. An over-arching theme is Human Rights, and many of the scenarios illustrate aspects of this. Six units deal with issues where non-compliance may have legal implications: Age, Disability, Gender, Race, Religion and Sexual Orientation.

### Using the Diverse Europe at Work materials

The DEW materials offer great flexibility in use, as this indicative list of suggestions illustrates.

- As a taught course with a trainer, using the DVD and this training manual.
- As a quick topic-based reference, using the DVD and the one-page EXPRESS worksheets
- As a self-access group without a trainer using the DVD and this training manual and appointing a group-coordinator to facilitate the work.
- As an online self-access programme on the Internet or company Intranet
- As an online checklist of compliance, using Diverse Europe at Work Online.

*Diverse Europe at Work* is a milestone in the teaching of diversity and inclusion in the workplace with an emphasis on ability and inclusion. The hope and intention of the DEW Project team is that using these materials will contribute to creating a smooth running and harmonious workplace for all staff.

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