Soft skills

Managing Diversity and Inclusion

One day to get people who differ by age, gender, origin, language, disability or background to work together and make the most of it. Participants identify the stereotypes and biases that steer recruitment, assignment and appraisal decisions, recall the principle of non-discrimination in the Labour Code and build inclusive team practices. The cases come from workshops, warehouses and services.

Duration : 1 day

Objectives

1. Explain the dimensions of diversity in a team and what inclusion changes in the way it works together
2. Identify the stereotypes and biases that influence recruitment, task assignment, appraisal and promotion
3. Recall the principle of non-discrimination set out in the Labour Code and its consequences for the manager
4. Apply inclusive practices: welcome, sharing out work, meetings, working language, adapting a workstation
5. Respond to a discriminatory remark or behaviour in the team

Programme

Day 1 — morning

• Diversity and inclusion: what are we talking about in an industrial or service company?

• Generations, gender, regional or foreign origins, languages, disability, background: the practical questions of each dimension

• Stereotypes and biases: how they slip into everyday decisions

• The framework: non-discrimination at work, occupational equality between women and men

Day 1 — afternoon (workshop)

• Recruiting and welcoming: objective criteria, onboarding newcomers, mentoring

• Leading a diverse team: sharing out tasks, meetings where everyone speaks, instructions everyone understands

• Adapting a workstation for an employee with a disability

• Responding to an inappropriate joke, being left out or a discriminatory remark

• Workshop: diagnosis of your team and three inclusion actions

Teaching methods

• Exercises that bring out bias in recruitment and assignment decisions

• Cases from production workshops, logistics platforms and customer services

• Role plays: responding to a discriminatory remark, welcoming the first woman technician in a maintenance team

• Diversity and inclusion diagnosis of your own team

• Guided discussions, in a respectful and confidential setting

Assessment and documents

Knowledge test and a case study at the end of the day, post-training evaluation at D+1. Each participant receives a numbered training certificate, verifiable online; the company receives the training report.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For fairness in everyday decisions (scheduling, recognition, sanctions), the half day “Managing with Fairness” complements this module. The inclusion actions defined in the workshop can feed the company’s CSR approach.

Practical information

Duration	1 day
Audience	Managers, team leaders, HR managers and recruiters
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Why this subject in an industrial company?

Teams bring together several generations, technical trades that are becoming more mixed, employees from other regions or countries, and several working languages. Buyers and CSR questionnaires also increasingly ask about non-discrimination practices.

How is this different from “Managing with Fairness”?

This day deals with the make-up and workings of a diverse team: bias, non-discrimination, inclusion. “Managing with Fairness” concentrates on the perceived justice of the manager’s everyday decisions, for all employees.

Does this course replace legal advice?

No. It recalls the principles of labour law that apply to the manager and the behaviours to adopt. A situation that raises a legal question must be handled with human resources and, if needed, a lawyer.