

Management and Strategy Institute, LLC.

Diversity Management Certified (DMC)[™]

Course of Study

Introduction

This Diversity Management Certification aims to help individuals understand the benefits of diversity for their organizations as well as managing diversity within the workplace. In today's business environment, many cultural misunderstandings are due to assuming that others know what we're thinking and that they are familiar with our backgrounds. This certification helps you to systematically discover more about diversity management and the importance of it so you can constantly look for ways to increase your knowledge about others and manage that diversity within your organization.

The certification covers two main areas; awareness and skills. Awareness allows you to learn about others, their way of life and how diversity can benefit the organization. Skills help you to increase the quality of your interaction with others, minimize confrontations, deal with inappropriate behavior and express correct body language.

The DMC exam is a timed, online exam. It has a required passing score of 65%.

Competencies

This course of study covers the following competencies:

Introduction to Diversity

- What is diversity? How can you benefit from diversity management?
 - Learning Outcome: The Student will be able to define diversity.

Managing Behaviors

- How should you deal with behaviors such as stereotyping? Managing diversity is not strictly about controlling diversity.
 - Learning Outcome: Understand the basics of managing diversity. Managing diversity is about managing inclusion.

Perspective Taking

- In this session you will be introduced to the concept of perspective taking and how it is developed in us as we grow.
 - Learning Outcome: Understand the roots of perspective taking and stages of cultural integration to increase the efficiency of your communication with others.

Stages of Integration

- Today, more than ever before, we interact with a lot of people from other cultures. They could be colleagues, customers, clients, suppliers or service providers. Knowing how to interact with them can have a significant effect on our relationship with them and subsequently on our productivity.
 - Learning Outcome: Predict other nationalities' Behavior and use effective strategies to interact with them.

Handling Cultural Differences

- Fundamentally, the training and use of Six Sigma philosophies and principles will allow employees and project teams to understand how systems interrelate and how to use the application of quality improvement methodologies which complement Six Sigma, such as Lean.
 - Learning Outcome: Understand Six Sigma philosophies and how to recognize opportunity.

Body Language

- When communicating with others, we use two main channels: sound and vision. We talk and also use gestures and body language.
 - Learning Outcome: Use effective body language to put others at ease and improve your communication skills.

Learning Resources

Required:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming Diversity Management Certified.

- Michalle E. Mor Barak (Mar 2013), *Managing Diversity: Toward a Globally Inclusive Workplace* Third Edition, ISBN-13: 978-1452242231
- Margaret S. Stockdale, Faye J. Crosby (Sept 2003), *The Psychology and Management of Workplace Diversity* 1st Edition, ISBN-13: 978-1405100960

Preparing for Success

In order to successfully complete the DMC exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 2-hours of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive Professional Competency Units (PCU's)?

- Yes, the DMC exam awards 20 PCU's upon passing of the exam. Other credits may also apply, please check the registration website for updated information.