Syrian Arab Republic		الجمهورية العربية السورية
Ministry of Higher Education		وزارة التعليم العالــــي
Syrian Virtual University		الجامعة الافتراضية السورية

Course Description: Diversity Management

1- Basic Information:

Course Name	Diversity Management
Course ID	BHR6011
Contact Hours (Registered Sessions)	24
Contact Hours (Synchronized Sessions)	24
Mid Term Exam	-
Exam	75 min
Registered Sessions Work Load	48
Synchronized Session Work Load	18
Credit Hours	6
Course Level	6

2- Pre-Requisites:

Course	ID
Strategic Human Resource Management	BHR608
Teamwork Management	BHR610

3- Course General Objectives:

This course aims to provide the student with the necessary knowledge about the concept and importance of diversity and the theories associated with it. It also aims to understand diversity management in terms of the concept, importance, advantages and obstacles that face diversity management in the work, In addition to identifying the various dimensions of diversity (internal - external - organizational) and the mechanism for dealing with them and identifying the most important organizational practices that contribute to achieving and benefiting from the diversity of the workforce, Finally, this course tries to highlighting diversity from a global perspective: by knowing about the international business environment and the activity of international organizations, understanding the pros and cons of cultural diversity and clarifying the most important explanations of cultural diversity within organizations. The course also aims to clarify the practices of diversity management in international environments by clarifying the impact of cultural differences on employment, incentive, training and performance appraisal in international environment.

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4- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
ILO1	The student understands the concept , importance of diversity in the workplace, and the concepts associated with it.
ILO2	The student realizes the importance of diversity management in the success of organizations.
ILO3	The student understands the dimensions of diversity in the work environment (internal) and their effect on work.
ILO4	The student understands the dimensions of diversity in the work environment (external) and their effect on work.
ILO5	The student understands the dimensions of diversity in the work environment (organizational) and their effect on work.
ILO6	The student knows how resistance to diversity appears, its cost and strategies for overcoming it.
ILO7	Students learn about the most important practices that organizations can follow in achieving the benefits of diversity
ILO8	The student is introduced to cultural diversity at the international level and the impact of cultural differences on international companies. Students also understand the strategies for managing cultural differences.
ILO9	The student understands Human Resources Management practices in the international environment by explaining the impact of cultural differences on employment, incentive systems, training, and performance appraisal in the international environment.

5- **Course Syllabus** (24 hours of total Recorded Sessions ,   24   hours of total synchronized sessions)

- **RS:** Recorded Sessions**; SS:** Synchronized Sessions**;**

ILO	Course Syllabus	R S	S S	Type	Additional Notes
ILO1		2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars**	

	Chapter 1: Introduction to Diversity in workplace			☐ Projects ☐ Practices ☐ Others	
ILO2	**Chapter 2**: Diversity Management in Organization	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO3	**Chapter 3**: Diversity Dimensions (internal)	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO4	**Chapter 4** : Diversity Dimensions (external)	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO5	**Chapter 5** : Diversity Dimensions (organizational)	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO6	**Chapter 6**: Diversity Resistance in Workplace	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO7	**Chapter 7**: organizational practices to achieve benefits of diversity	2	2	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	
ILO8	**Chapter 8**: cultural diversity at the international	4	4	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects	

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	level			☐ Practices ☐ Others	
ILO9	**Chapter 9**: Human Resources Management practices in the international environment	6	6	☐ Exercises ☐ **Assignments** ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	

6- Assessment Criteria (Related to ILOs)

ISC	Interactive Synchronized Collaboration		Ex	Exams		Rpt	Reports
PF2F	Presentations and Face-to-Face Assessments		PW	Practice Work			

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF2F	Rpt
ILO1	The student understands the concept and importance of diversity as one of the important topics in the work environment and the concepts associated with it.	Defines the concept of diversity in human resources. Determine the importance of diversity in the organization. Determine the relationship between diversity and related terms.	X	X	X		
ILO2	The student realizes the importance of diversity management in the success of organizations.	Justify the reasons for the organization's interest in diversity and diversity management. Identify obstacles to effective diversity management.	X	X	X		
ILO3	The student understands the dimensions of diversity in the work environment (internal) and their effect on work.	Defining the internal dimensions of diversity. Determine the source of these dimensions. Determine the different effects of internal dimensions	X	X	X		
ILO4	The student understands the	Defining the external	X	X	X		

	dimensions of diversity in the work environment (external) and their effect on work.	dimensions of diversity. Determine the source of these dimensions. Determine the different effects of external dimensions					
ILO5	The student understands the dimensions of diversity in the work environment (organizational) and their effect on work.	Defining the organizational dimensions of diversity. Determine the source of these dimensions. Determine the different effects of organizational dimensions	X	X	X		
ILO6	The student knows how resistance to diversity appears, its cost and strategies for overcoming it.	Define the concept of diversity resistance. Determine the causes of diversity resistance. Identify mechanisms to overcome diversity resistance.	X	X	X		
ILO7	Students learn about the most important practices that organizations can follow in achieving the benefits of diversity	Knowing the organizational practices used to achieve diversity. Determine the benefits of these practices in achieving diversity.	X	X	X		
ILO8	The student is introduced to cultural diversity at the international level and the impact of cultural differences on international companies. and the strategies for managing cultural differences	What is meant by cultural differences? Explain the international business environment and its impact on the activity of organizations Understand the pros and cons of cultural diversity Explain models of cultural diversity in the international environment	X	X	X		
ILO9	The student understands Human Resources Management	Identify differences in Human Resources Management practices at the local and	X	X	X		

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	practices in the international environment by explaining the impact of cultural differences on employment, incentive systems, training, and performance appraisal in the international environment.	international levels. Explain the impact of cultural differences on workforce management practices in the international environment.				

7- Practice Tools:

Tool Name	Description

8- Main References

1- Myrtle P. Bell,(2012) , Diversity in Organizations, Second Edition, South-Western, Cengage Learning, USA.

2- Kecia M. Thomas and Victoria C. Plaut, (2008), Diversity Resistance in Organizations, Taylor & Francis Group, LLC, New York, USA.

3- Nirmal Betchoo, (2015) Managing Workplace Diversity, 1st Edition,www.bookboon.com.

4- Ankita Saxena, "Workforce Diversity: A Key to Improve Productivity", Procedia Economics and Finance 11 (2014) 76 – 85.

5- Oksana Bozhko,(2014)" Managing Diversity at the Organizational Level", Thesis, Luiss Guido Carli University.

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9- عبد المجيد بكاي والرابح عابد ، (2015)،" التنوع الثقافي للموظفين بمنظمات الشراكة الأجنبية في الجزائر ودوره في تحديد قيم العمل :دراسة ميدانية بمستشفى الصداقة لطب العيون الكوبي -الجزائري بمدينة الجلفة"، مجلة دراسات وأبحاث، العدد 21 ديسمبر ، السنة السابعة.

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باجي مختار ـ عنابة ، الجزائر.

9- Additional References

1- مجيد متعب مزبر ،(2019)، التوجه الاستراتيجي وأثره على إدارة التنوع: دراسة ميدانية، مجلةJCES ، المجلد العاشر الجزء الأول العدد الثالث.

2- نسرين شاكر رضوان سمارة،(2017)" واقع إدارة التنوع وأثرها على الثقافة التنظيمية بالجامعات الفلسطينية" رسالة ماجستير غير منشورة، الجامعة الإسلامية بغزة، كلية إدارة الأعمال.

3- Hana Urbancova, et al, "Diversity Management in the Workplace",
https://www.researchgate.net/publication/304813364

4- Brief, A. P. & Barsky, A. (2000) Establishing a Climate for Diversity: The Inhibition of Prejudiced Reactions in the Workplace. Research in Personnel and Human Resource Management , 19, 91-129.

5- Roberson, L. & Kulik, C. T. (2007) Stereotype Threat at Work. Academy of Management Perspectives, May, 24-40.

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9- زاهية هادف،(2015)" التنوع الثقافي كعامل لخلق الضغط النفسي عند الفرد في بيئة العمل"، المؤتمر الدولي الثامن :التنوع الثقافي / طرابلس21 - 23 مايو.

10- أثير عبد الله محمد (2014)،" تأثير معالجات التنوع في الموارد البشرية في الأداء التشغيلي" مجلة كلية بغداد للعلوم الاقتصادية الجامعة، العدد 40.