

B.VII.35

Advanced skills – Case studies

Embracing diversity – Wie Diversität in der Arbeitswelt gelingt

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Die Schülerinnen und Schüler lernen im Rahmen der Unterrichtseinheit verschiedene Aspekte kennen, die ein diverses und inklusives Arbeitsumfeld ausmachen. Sie werden für eigene und fremde Bedürfnisse sensibilisiert und prüfen, inwieweit Diversität an ihrem Arbeitsplatz gelebt wird. Mithilfe vielseitiger Lernangebote lernen sie Schritt für Schritt diversitätsfreundliche Maßnahmen kennen und setzen diese im Kontext lebensweltnaher Situationen um. Dabei schulen die Lernenden insbesondere ihr Hör- und Sprechverständnis sowie ihr Hör-Seh-Verstehen.

KOMPETENZPROFIL

Niveau / Lernjahr: B1; 1.–3. Lernjahr

Dauer: 13 Unterrichtsstunden

Kompetenzen:

1. Lesen: Texten wichtige Informationen entnehmen;
2. Sprechen: Sich in Gruppen austauschen, Stellung beziehen;
3. Hör-Seh-Verstehen: Videos zentrale Informationen entnehmen;
4. Schreiben: Eigene Texte verfassen

Thematische Bereiche: *diversity, equity, inclusion, gender, intercultural communication*



Auf einen Blick

1./2. Stunde

Thema: Diversity, equity and inclusion in the world of work

M 1 **Getting to know the topic: Diversity, equity and inclusion** / Einen Text zum Thema „Diversity, equity and inclusion“ lesen (EA); eine Recherche durchführen (EA); das eigene (Arbeits-)Umfeld diversitätskritisch prüfen (PA)

M 2 **How do companies benefit from diversity?** / Videos zum Thema „Diversity“ anschauen (EA); über Vorteile von diversen Unternehmen brainstormen (PA); den eigenen Lernprozess evaluieren (EA)

Benötigt:

- digitale Endgeräte, Internetzugang und ZM 1

3./4. Stunde

Thema: Convincing others about the importance of diversity

M 3 **Making my workplace more diverse** / Das eigene Unternehmen hinsichtlich seiner Diversität beurteilen (EA, PA); andere von den Vorteilen von Diversität überzeugen (EA/PA)

M 4 **Vocabulary – Working with words and expressions** / Den Wortschatz zum Thema „Diversity“ ermitteln und anwenden (EA, PA)

Benötigt:

- ZM 2

5. Stunde

Thema: About stereotypes and discrimination

M 5 **Structuring the world around us: About stereotypes and discrimination** / Einen Text über Diskriminierung lesen; ein Placemat erstellen (EA, PA); über Stereotype diskutieren (PA); *if-clauses* anwenden (EA)

Benötigt:

- Placemat oder ein DIN-A3-Blatt Papier

6./7. Stunde

Thema: Detecting discriminatory language

M 6a **Embracing diversity in job adverts** / Texte über angemessene Sprache in Stellenausschreibungen lesen

M 6b **Identifying discriminatory language** / Eine problematische Stellenanzeige lesen und diversitätssensibler abändern (EA)

Benötigt:

- digitale Endgeräte und Internetzugang

8. Stunde

Thema: Becoming aware of subconscious attitudes

M 7 **Focusing on myself: Dealing with unconscious bias** / Eine Recherche durchführen; den eigenen „*unconscious bias*“ kritisch hinterfragen (EA)

Benötigt: • digitale Endgeräte und Internetzugang

9./10. Stunde

Thema: Intercultural communication

M 8 **Preventing intercultural misunderstandings** / Einen Text über interkulturelle Kommunikation lesen; über eigene Erfahrungen im Job sprechen (PA, GA); ein Handout zu Kommunikationsstilen erstellen (EA)

Benötigt: • digitale Endgeräte, Internetzugang und ZM 5

11./12. Stunde

Thema: Discrimination against women in the world of work

M 9 **Supporting gender equality at work** / Einen Text über *gender gap* lesen; ein *fact sheet* über die Benachteiligung von Frauen in der Arbeitswelt erstellen (EA) und evaluieren (PA)

Benötigt: • digitale Endgeräte, Internetzugang und ZM 5

13. Stunde

Thema: Diversity-sensitive language

M 10 **Using gender-inclusive language in marketing mails** / Eine problematische E-Mail lesen und diversitätssensibler abändern (EA)

Benötigt: • ZM 5

Minimalplan

Sie haben nur 13 Stunden zur Verfügung? So können Sie die wichtigsten Inhalte erarbeiten:

- | | |
|--|-----------|
| 1./2. Stunde: Diversity, equality and inclusion in the world of work | M 1–M 2 |
| 3. Stunde: Vocabulary – Working with words and expressions | M 4 |
| 4./5. Stunde: Detecting discriminatory language | M 6a/M 6b |
| 6./7. Stunde: Using gender-inclusive language in marketing mails | M 10 |

Zusatzmaterialien im Online-Archiv bzw. in der ZIP-Datei

- ZM1_How to deal with reading & research assignments
- ZM2_How to convince others about diversity
- ZM3_How to create a handout
- ZM4_How to create a fact sheet
- ZM5_How to structure the body of an advertising email

M 2



How do companies benefit from diversity?

Tasks

- Working with a video:
 - Watch the video <https://raabe.click/equality-diversity-equity-inclusion>.
 - Check if there is additional information on these terms apart from what you have researched.
 - Write down in keywords which practical example the video presents for each term. You also do the task on *LearningApps*: <https://learningapps.org/watch?v=p1w9n2n25>
- Together with a partner, brainstorm to what extent companies can benefit from embracing diversity. Write down your ideas about the possible benefits of a diverse company.

- Watch the video <https://raabe.click/diversity-in-the-workplace>. Complete the sentences.
 - The three positive reasons for companies with diversity are...
 - Employees differ in terms of their...
 - Conflicts are positive because they have a positive impact on...
 - There are chances in growing your business through diversity because...
 - Diversity can have a positive impact on a company's reputation because...
- Compare your list from task 3 with the aspects mentioned. Add the missing aspects to your list.
- Time to reflect: Think about what you have learnt about this topic and fill in the table.

	My impression 😊😐😞	Keywords
I can give examples of what diversity means.		
I can distinguish the terms diversity, equity and inclusion.		
I can explain why diversity is important for enterprises.		
I know about listening strategies.		
I know how to deal with listening assignments.		

Making my workplace more diverse

M 3

Your company is planning a workshop for staff. Therefore, there is an open call to introduce important topics to the organisation team. They will then select the actual topic of the future workshop.

Tasks

1. Reflect to what extent your company is sensitive to diverse needs (of employees and clients).
 - a) Consider the following aspects, reflecting to what extent your company lives: equity, equality, diversity, inclusion.
 - b) The following aspects may help narrow down the issue. Copy the aspects given into the grid below.

talk about cultural/religious differences in team meetings – have consideration if people fast – enable people to visit the company that are physically disabled – provide information in different languages – provide help for people with limited eyesight – discussing cultural differences and similarities – taking needs of single parents into consideration – pay attention to people's private obligations (i.e. taking care of an elderly relative)

What my company does:	What my company doesn't do:

- c) Choose four aspects you find most important. To what extent are the aspects in the grid practised in your company and don't need to be taken care of? You can add further examples that apply to your workplace specifically.
 - d) Take up a group and walk around the classroom. Interview other people. Compare how you deal with the aspects collected in your companies. Comment on the positive/negative examples you have worked out.
2. Prepare yourself to convince your colleagues about the importance of diversity:
 - a) You decide to take part in the call and promote "diversity" as a suitable topic. Use the info box (ZM 2) to prepare your talk. Pay attention to the structure and the phrases provided. You may use the previously learnt information (from M 1, M 2) to work out arguments. Try to personalise these aspects, bearing in mind your workplace.
 - b) The presenter uses the grid "How to react to opinions", the observer uses the feedback sheet (ZM 2).
 - c) You can test your knowledge on convincing others on *LearningApps*:
<https://learningapps.org/watch?v=ppigponun25>



Identifying discriminatory language

Tasks

1. Focus on a problematic job advert which needs to be partially rephrased.
 - a) First, check the following website for tips on how to create non-discriminatory job adverts: <https://raabe.click/against-discrimination-in-job-ads>. Based on the website, fill in the missing information on the “three C’s” in keywords. Use the blank table given.

The three “C”s to prevent discriminatory language		

- b) Now focus on the problematic job advert: Underline the parts that are discriminatory.

Position: Kindergarten Nurse

Type: Full-time

About Us: Happy Kids Preschool is a nurturing environment aimed at providing the best environment possible for young children. We currently have a free vacancy in the position of a Kindergarten Nurse and we aim to fill asap. Please find all the details below.

Key responsibilities: While assisting with daily routines and regular activities, it is important for you to provide healthcare and first aid to children in case of emergency. Our main priorities is to establish and maintain a clean and safe environment for children.

Requirements: We can only consider female candidates, as we believe women are naturally more nurturing and patient. We preferably consider applicants between 25–35 years old to match the energetic environment of our groups. You should be able-bodied and capable of lifting children if necessary. As we think a professional appearance is important, candidates with visible tattoos or piercings cannot be considered. Communication is key. That's why we prefer English native speakers. A calm and composed personality is needed, as this is required when working with children. Legally, you must not have any criminal record.

Benefits: Will be working in a friendly female environment in which personal growth and regular extra training is encouraged. We are happy to offer free meals during the working hours. The salary is competitive with regular reviews.

Sounds interesting? Please send your cover letter and CV to sunshinekids@staff.com.
We are looking forward to hearing from you!

- c) Rewrite the job advert in a non-discriminatory way.

M 10



Using gender inclusive language in marketing mails

By now you have learnt a lot about diversity and an inclusive approach when dealing with different people. To reflect an inclusive approach externally, it is vital to know how to reach out adequately.

Tasks

1. Rearrange the email below in the right order by writing the correct number before each paragraph. Work with ZM 5 "How to structure the body of an advertising email".
2. Identify all parts of the email that are non-inclusive.
3. Rewrite the email in a diverse-sensitive way. You may change single words or complete sentences.

	phone? Or are they even forced to listen to an apprentice who's recorded his voice tells them about the latest news in the surgery while being held in line? According to a recent survey, experiences like this lead to substantially worse ratings on Internet platforms. Anyone facing such a downgrade will surely give some thought on how he can improve that. Luckily, we have developed a solution!
	We are looking forward to hearing from you. Kind regards Aminata Tate CEO of <i>doctorsappointment</i>
	Dear surgeries, Are your patients also tired of waiting in line for an appointment, when no one picks up the
	don't hesitate to reach out via mail or telephone or through our website. Please find our contact details below. We're happy to offer you a free consultation whenever you like it!
	Your patients no longer need to argue with their wives regarding who can use the phone because our guys from <i>doctorsappointment</i> have created an amazing new app. It combines all their experiences and shared manpower to meet the needs of the modern doctor who wants the best for his surgery. Once your company is registered, your customers can select it from a list and check free appointments in real time. Moreover, there is a messenger function included in the app; this way, the doctor can reach out directly to the patient if he feels it is necessary. Do you now wish to learn more about our product and how your surgery benefits from it? Please

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