

Understanding diversity: a basis for inclusive practices

Certificate Program – CP

1 semester

www.donau-uni.ac.at/understanding-diversity



Table of contents

1	Introduction.....	3
2	Contents	4
2.1	Compulsory modules.....	5
2.1.1	Module I: Foundations for Understanding Diversity	5
2.1.2	Module II: Bridging the divide: addressing bias and embracing diversity	8

1 Introduction

Understanding diversity: a basis for inclusive practices

The certificate programme provides participants with a solid foundation to comprehensively analyse the various dimensions of diversity and promote inclusive approaches in different contexts. It addresses the increasing importance of diversity in social, professional and organisational settings and provides methodological and theoretical knowledge to identify biases, critically question their impact and develop strategies to promote equity and social justice. Through the interweaving of theoretical foundations and practical applications, participants examine the cultural, structural and psychological aspects of diversity. They analyse how social and organisational systems can perpetuate or combat discrimination and inequity. In doing so, they acquire the necessary skills to use diversity as a resource and to sustainably implement inclusive practises in their professional and personal environment.

Graduates of this programme are able to analyse the processes that cause and reinforce social division, inequity and discrimination in a differentiated manner and to address them effectively. They are able to develop and implement evidence-based strategies that promote an inclusive, respectful environment in a variety of social, professional and organisational contexts. This qualification enables them to competently overcome diversity related challenges, communicate in an interculturally sensitive manner, and apply inclusive principles and practises in a variety of settings. These include organisations in the business sectors, non-profit initiatives, educational institutions and other national and international institutions. They actively contribute to promoting social justice and equality through sustainable and transformative approaches.

Graduates of the program will be prepared to:

- ✓ Evaluate the key concepts, theories, processes and movements related to diversity and inclusion.
- ✓ Determine the effectiveness of regulatory measures and strategies in combating discrimination and promoting equity and inclusion in organisations and communities.
- ✓ Evaluate the benefits, challenges and impact of diversity in the workplace, taking into account societal changes, including current trends and issues related to diversity.
- ✓ Analyse strategies for eliminating systemic inequities and their potential using appropriate measurement tools and equity indicators.
- ✓ Explain communication strategies for culturally responsive and inclusive language to promote respectful and sensitive interaction in diverse teams.

Degree: Certificate

Language: English

Learning Format: Blended Learning/ Distance Learning

Duration: 1 Semester

ECTS-Credits: 12

Costs: EUR 1.620,-

2 Contents

Structure of the program

Module I: Foundations for Understanding Diversity (6 ECTS)

Course I/1

Mapping diversity: theories, realities and perspectives (3 ECTS)

Course I/2

The matrix of power: understanding the dynamics of exclusion, inclusion and social justice (3 ECTS)

Module II: Bridging the divide: addressing bias and embracing diversity (6 ECTS)

Course II/1

The weight of bias: theory, policy and practice (3 ECTS)

Course II/2

Speaking diversity: bridging differences through communication (3 ECTS)

Additional benefits of the Certificate Program

- ✓ The program meets the training and continuing education criteria for trainers of the **Public Employment Service (AMS)** of Lower Austria.
- ✓ The program is in the process of being accredited by the **wba**, so you will be able to use the credits to obtain a wba-certificate in adult education.

Admission requirements

- ✓ General university entrance qualification, or
- ✓ Completed training at least at NQR level IV, or
- ✓ Several years of relevant professional experience

Information and application

University for Continuing Education Krems

Department for Continuing Education Research and Educational Technologies
Dr.-Karl-Dorrek-Straße 30, 3500 Krems

understanding.diversity@donau-uni.ac.at

www.donau-uni.ac.at/understanding-diversity

2.1 Compulsory modules

2.1.1 Module I: Foundations for Understanding Diversity

Credits: 6 ECTS

This module provides an interdisciplinary introduction to the concepts of diversity and inclusion, equity, equality and social justice, exploring their historical, theoretical, and practical dimensions. Participants will engage with foundational ideas about identity, power, privilege, and oppression, while critically examining systemic inequities and strategies to address them. Through a combination of theory and practical application, participants will develop the skills to assess and respond to challenges of inclusion and exclusion in various social, cultural, and institutional contexts.

After completing the module, participants can:

- a. Analyse the dimensions, historical development and theoretical perspectives of diversity discourses and their impact on current diversity related issues.
- b. Analyse the relevance and applicability of key diversity theories and frameworks in different contexts.
- c. Analyse the benefits and challenges of diversity in society and the workplace, in particular considering the complex dynamics of inclusion, exclusion and social justice.
- d. Evaluate power dynamics, discourses of privilege and systemic oppression as well as their relations with social hierarches and lived experiences of diverse groups.

Configuration of module grade:

The module grade consists of the final grades of the two courses that make up the module. The grade of each course accounts for 50% of the module grade.

Course I/1 Mapping diversity: theories, realities and perspectives

Credits

3 ECTS

The course provides participants with a foundational understanding of key concepts related to diversity (e.g. intersectionality, social justice, equity and equality). Through a critical examination of historical developments and theoretical frameworks (e.g., feminist theories), participants will explore how these concepts shape and are shaped by social, political, and cultural contexts. Participants will apply theoretical perspectives to practical, real-world challenges and develop a nuanced perspective on diversity and their role in fostering inclusive environments.

After completing the course, participants can:

- ✓ Analyse the different dimensions of diversity and their impact on individual and collective identities.
- ✓ Know the impact of key historical movements on diversity related discourses.
- ✓ Analyse the central theoretical currents in diversity studies (e.g. feminist theories) from different perspectives.
- ✓ Apply fundamental theoretical concepts to current social and political issues.

Teaching units & Teaching formats

20 teaching units, carried:

- a) Online: attendance via video conferencing tool (Zoom or MSTeams) and/or
- b) On-Campus: attendance at the UWK campus

Didactical approach

Several didactical approaches will be used within the course. They include, but are not limited to problem-based learning, inquiry-based learning, practice-oriented learning, reflective learning, collaborative learning, experiential learning, case study analysis.

Examination modalities

1. Written exam (e.g. seminar, critical reflection, case study report, project), accounting for 50% of the final grade.
2. Oral exam (e.g. presentation, panel discussion), accounting for 50% of the final grade.

Additional information

The content and in particular the case studies will be adapted to the specific needs of the participants, following the principles of active participation.

Course I/2 The matrix of power: understanding the dynamics of exclusion, inclusion and social justice

Credits

3 ECTS

This course explores the interplay between power and social justice, with a particular emphasis on the dynamics of inclusion and exclusion in contemporary society. Participants will engage with theoretical and practical frameworks to understand equity, equality, and justice in various contexts. The course investigates the influence of power structures, privilege, and systemic inequities, providing tools to analyse and address these challenges. Through an interdisciplinary lens, participants will develop a nuanced understanding of social hierarchies, integration paradigms. They will understand and be able to apply strategies to promote equity and social justice in particular in professional and societal settings.

After completing the course, participants can:

- ✓ Analyse the differences between inclusion, integration, segregation, and exclusion in different contexts.
- ✓ Critically evaluate the practical implications of equity, equality, and justice in different contexts, examining their roles in fostering or challenging systemic inequalities.
- ✓ Critically analyse power dynamics, privilege, and oppression, as well as their systemic impacts on individuals and communities.
- ✓ Evaluate systemic inequities and strategies to address them.
- ✓ Apply theoretical concepts and frameworks as indicators, considering their effectiveness and limitations in addressing systemic disparities.

Teaching units & Teaching formats

20 teaching units, carried:

- a) Online: attendance via video conferencing tool (Zoom or MSTeams) and/or
- b) On-Campus: attendance at the UWK campus

Didactical approach

Several didactical approaches will be used within the course. They include, but are not limited to problem-based learning, inquiry-based learning, practice-oriented learning, reflective learning, collaborative learning, experiential learning, case study analysis.

Examination modalities

1. Written exam (e.g. seminar, critical reflection, case study report, project), accounting for 50% of the final grade.
2. Oral exam (e.g. presentation, panel discussion), accounting for 50% of the final grade.

Additional information

The content and in particular the case studies will be adapted to the specific needs of the participants, following the principles of active participation.

2.1.2 Module II: Bridging the divide: addressing bias and embracing diversity

Credits: 6 ECTS

This module examines the theoretical and practical frameworks, mechanisms and effects of bias in relation to different forms of diversity. It equips participants with the knowledge and skills necessary to critically analyse and address discriminatory practices in various sectors, with the aim of fostering inclusive environments. Through an interdisciplinary approach, participants will evaluate the effectiveness of anti-discrimination policies, practices and interventions. The module also focuses on developing intercultural communication competence and critically analysing the use of inclusive language, as well as the challenges related to freedom of speech and cancel culture. Participants will enhance their ability to bridge divides, embrace diversity and promote inclusion in professional and social contexts.

After completing the module, participants can:

- a. Analyse the mechanisms and effects of bias in relation to different forms of diversity and their individual, societal and systemic impacts.
- b. Evaluate anti-discriminatory policies and legislation as well as their effectiveness in addressing systemic inequities and fostering inclusive practices.
- c. Analyse diversity related terminological issues, the use of inclusive language, freedom of speech and cancel culture in professional and social settings.
- d. Explain appropriate and effective communication strategies in culturally diverse settings, the importance of intercultural communication competence as well as universal and culturally specific verbal and non-verbal communication.

Configuration of module grade:

The module grade consists of the final grades of the two courses that make up the module. The grade of each course accounts for 50% of the module grade.

Course II/1 The weight of bias: theory, policy and practice

Credits

3 ECTS

This course examines the theoretical frameworks, mechanisms and effects of various responses to diversity. The focus will be on bias, prejudice, stereotypes, and discrimination in relation to various forms of diversity, including but not limited to culture, sex/gender and age. Participants will learn about and analyse relevant legislation and policies aimed at combat discrimination. They will analyse the social, economic and psychological consequences of discriminatory practises and evaluate case studies from sectors such as healthcare, business and education.

After completing the course, participants can:

- ✓ Know the theoretical foundations and practical implications of bias, prejudice, stereotype and discrimination in relation to various forms of diversity.
- ✓ Evaluate anti-discrimination legislation and policies.
- ✓ Examine the social, economic and psychological consequences of discrimination on individuals and communities.

Teaching units & Teaching formats

20 teaching units, carried:

- a) Online: attendance via video conferencing tool (Zoom or MSTeams) and/or
- b) On-Campus: attendance at the UWK campus

Didactical approach

Several didactical approaches will be used within the course. They include, but are not limited to problem-based learning, inquiry-based learning, practice-oriented learning, reflective learning, collaborative learning, experiential learning, case study analysis.

Examination modalities

1. Written exam (e.g. seminar, critical reflection, case study report, project), accounting for 50% of the final grade.
2. Oral exam (e.g. presentation, panel discussion), accounting for 50% of the final grade.

Additional information

The content and in particular the case studies will be adapted to the specific needs of the participants, following the principles of active participation.

Course II/2 Speaking diversity: bridging differences through communication

Credits

3 ECTS

This course focuses on developing participants' intercultural communication competence, i.e. intercultural sensitivity, awareness and effectiveness, so that they are able to communicate effectively and appropriately in culturally diverse settings. They will analyse and reflect on cultural differences and their impact on intercultural verbal and non-verbal (body language) communication. Furthermore, the course addresses terminological challenges, such as the distinction between race and ethnicity or the understanding of different gender identities. Inclusive language, its potential and limitations in various contexts will be discussed. Participants will critically engage in debates on cancel culture and freedom of speech, especially in the world of social media.

After completing the course, participants can:

- ✓ Know the strategies leading to the development of intercultural communication competence, i.e. intercultural awareness, sensitivity, and effectiveness, necessary for the effective communication in culturally diverse settings.
- ✓ Analyse the impact of cultural differences on verbal and non-verbal intercultural communication.
- ✓ Assess terminological issues in the field of diversity, such as race, ethnicity, gender identities.
- ✓ Evaluate the importance and limitations of inclusive language in various contexts (e.g. professional, leadership, teaching, social media).
- ✓ Evaluate the challenges of free speech and cancel culture in contemporary communication.

Teaching units & Teaching formats

20 teaching units, carried:

- a) Online: attendance via video conferencing tool (Zoom or MS Teams) and/or
- b) On-Campus: attendance at the UWK campus

Didactical approach

Several didactical approaches will be used within the course. They include, but are not limited to problem-based learning, inquiry-based learning, practice-oriented learning, reflective learning, collaborative learning, experiential learning, case study analysis.

Examination modalities

1. Written exam (e.g. seminar, critical reflection, case study report, project), accounting for 50% of the final grade.
2. Oral exam (e.g. presentation, panel discussion), accounting for 50% of the final grade.

Additional information

The content and in particular the case studies will be adapted to the specific needs of the participants, following the principles of active participation.

Discover the true meaning of diversity, learn how to recognise bias, and develop the skills to work and communicate successfully in diverse teams. Enrol in the programme “Understanding Diversity: A Basis for Inclusive Practices” and become an agent of change!