

# INTRODUCTION



MODULE 1 -  
FACTORS GIVING RISE TO THE DEMAND  
FOR DIVERSITY-COMPETENCE WITHIN  
ORGANIZATIONS



## MODULE 2 - DEFINING DIVERSITY-COMPETENCE

### A CONCEPTUAL FRAMEWORK FOR DEVELOPING DIVERSITY-COMPETENCE WITHIN AN ORGANIZATION

Dimensions of Human Service Organizations	Dimensions of Diversity-Competence						
	Attitudes & Values	Policies & Procedures	Knowledge/ Information	Skills	Performance	Evaluation	Resources
<b>Governance -</b> Board & Senior Managers							
<b>Human Resources Management</b> - Staff & Volunteers							
<b>Service Delivery -</b> Services & Clients							
<b>Partnerships</b> - Stakeholder Relationships							



**MODULE 3 -  
BEST PRACTICES FOR DIVERSITY-COMPETENCE IN  
NON-PROFIT HUMAN SERVICE ORGANIZATIONS:  
GOVERNANCE**

**A CONCEPTUAL FRAMEWORK FOR DEVELOPING  
DIVERSITY-COMPETENCE WITHIN AN ORGANIZATION**

Dimensions of Human Service Organizations	Dimensions of Diversity-Competence						
	Attitudes & Values	Policies & Procedures	Knowledge/ Information	Skills	Performance	Evaluation	Resources
<b>Governance - Board &amp; Senior Managers</b>							
<b>Human Resources Management - Staff &amp; Volunteers</b>							
<b>Service Delivery - Services &amp; Clients</b>							
<b>Partnerships - Stakeholder Relationships</b>							



**MODULE 4 -  
BEST PRACTICES FOR DIVERSITY-COMPETENCE IN  
NON-PROFIT HUMAN SERVICE ORGANIZATIONS:  
HUMAN RESOURCES MANAGEMENT**

**A CONCEPTUAL FRAMEWORK FOR DEVELOPING  
DIVERSITY-COMPETENCE WITHIN AN ORGANIZATION**

Dimensions of Human Service Organizations	Dimensions of Diversity-Competence						
	Attitudes & Values	Policies & Procedures	Knowledge/ Information	Skills	Performance	Evaluation	Resources
Governance - Board & Senior Managers							
Human Resources Management - Staff & Volunteers							
Service Delivery - Services & Clients							
Partnerships - Stakeholder Relationships							



**MODULE 5 -  
BEST PRACTICES FOR DIVERSITY-COMPETENCE IN  
NON-PROFIT HUMAN SERVICE ORGANIZATIONS:  
SERVICE DELIVERY**

**A CONCEPTUAL FRAMEWORK FOR DEVELOPING  
DIVERSITY-COMPETENCE WITHIN AN ORGANIZATION**

<b>Dimensions of Human Service Organizations</b>	<b>Dimensions of Diversity-Competence</b>						
	Attitudes & Values	Policies & Procedures	Knowledge/ Information	Skills	Performance	Evaluation	Resources
<b>Governance - Board &amp; Senior Managers</b>							
<b>Human Resources Management - Staff &amp; Volunteers</b>							
<b>Service Delivery - Services &amp; Clients</b>							
<b>Partnerships - Stakeholder Relationships</b>							



MODULE 6 -  
BEST PRACTICES FOR DIVERSITY-COMPETENCE IN  
NON-PROFIT HUMAN SERVICE ORGANIZATIONS:  
PARTNERSHIPS

**A CONCEPTUAL FRAMEWORK FOR DEVELOPING  
DIVERSITY-COMPETENCE WITHIN AN ORGANIZATION**

Dimensions of Human Service Organizations	Dimensions of Diversity-Competence						
	Attitudes & Values	Policies & Procedures	Knowledge/ Information	Skills	Performance	Evaluation	Resources
<b>Governance</b> - Board & Senior Managers							
<b>Human Resources Management</b> - Staff & Volunteers							
<b>Service Delivery</b> - Services & Clients							
<b>Partnerships</b> - Stakeholder Relationships							



MODULE 7 -  
GETTING STARTED ON THE JOURNEY TOWARDS  
DIVERSITY-COMPETENCE:  
PRINCIPLES AND PROCESS





# BIBLIOGRAPHY

