INTRODUCTION

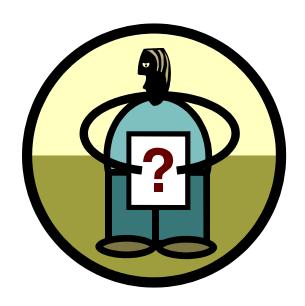


MODULE 1 FACTORS GIVING RISE TO THE DEMAND FOR DIVERSITY-COMPETENCE WITHIN ORGANIZATIONS



MODULE 2 - **DEFINING DIVERSITY-COMPETENCE**

Dimensions	Dimensions of Diversity-Competence							
of Human Service Organizations	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 3 -BEST PRACTICES FOR DIVERSITY-COMPETENCE IN NON-PROFIT HUMAN SERVICE ORGANIZATIONS:

GOVERNANCE

Dimensions	Dimensions of Diversity-Competence						
of Human Service Organizations	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 4 -BEST PRACTICES FOR DIVERSITY-COMPETENCE IN NON-PROFIT HUMAN SERVICE ORGANIZATIONS:

HUMAN RESOURCES MANAGEMENT

Dimensions	Dimensions of Diversity-Competence						
of Human Service Organizations	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

Dimensions	Dimensions of Diversity-Competence						
of Human Service Organizations	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 6 -BEST PRACTICES FOR DIVERSITY-COMPETENCE IN NON-PROFIT HUMAN SERVICE ORGANIZATIONS:

PARTNERSHIPS

Dimensions	Dimensions of Diversity-Competence						
of Human Service Organizations	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 7 -GETTING STARTED ON THE JOURNEY TOWARDS DIVERSITY-COMPETENCE:

PRINCIPLES AND PROCESS



BIBLIOGRAPHY

