Diversity issues and the need to understand, and if necessary, change underlying attitudes has become increasingly important for organizations in the aftermath of domestic and global events. This timely new edition provides a practical approach to dealing with this sensitive and vital issue. From one of the authors of the highly successful "Equal Opportunities Handbook", this new edition is updated to include new chapters on facilitating diversity training and the management of black and minority ethnic staff, as well as information on the new Equality and Human Rights Commission. The book provides clear guidelines for dealing with issues including stereotyping, prejudice, racism, sexism, ageism and disability and contains information and advice on appropriate techniques to help bring about attitudinal change.