

Cultural Diversity

1.1 Diversity




Notes:

1.4 Introduction

Introduction

So what is "Embracing Diversity"?

'Embracing diversity' is an environment wherein differences are valued and integrated into every part of an organization.



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1.5 Course Objectives

Course Objectives



By the end of the session, you should be able to:

- Identify the ways in which we are diverse
- Identify challenges and the opportunities
- Identify ways to avoid discrimination
- Identify ways to embrace diversity
- Identify interpersonal diversity skills

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1.6 Diversity

Diversity

These can be along the dimensions of:

- Race
- Ethnicity
- Gender
- Sexual orientation
- Socio-economic status
- Age
- Physical abilities
- Religious beliefs
- Political beliefs
- Other ideologies



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1.7 Types of Diversity

Types of Diversity

Let's look at some of the ways in which we are diverse:

- By race
- By gender
- By physical appearance
- By age
- By education



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1.8 Types of Diversity (Continued)

Types of Diversity (Continued)



- By cultural background
- By religion
- By sexual orientation
- By physical abilities

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1.10 Diversity Trends

Diversity Trends

Here are just a few interesting diversity trends

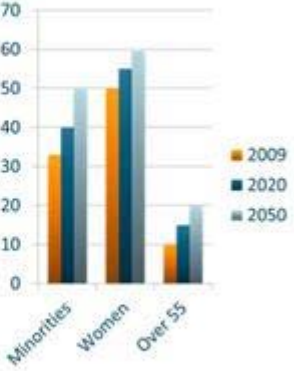
- One-third who are minorities
- One-half who are women
- 10 percent who are aged 55

By the year 2020

- Minorities = more than 40 percent
- Older workers is expected to go up

By the year 2050

- Half of the workforce - minorities
- Age of 55 = 20 percent



Category	2009	2020	2050
Minorities	33	40	50
Women	50	55	60
Over 55	10	15	20

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1.11 Value of Diversity

Value of Diversity

Diversity is not about being blind to our differences but instead it's about seeing the differences and appreciating how these differences can work together so the 'sum is greater than its parts'.



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1.12 Personal History

Personal History



It's important to look at your own biases, stereotypes and prejudices.

- Where do they come from?
- Why do we believe what we believe?
- How can we move beyond them?

Some important influences for most of us are:


- Our parents
- Our teachers and coaches
- Our peers
- News and entertainment media

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1.13 Activity

Select the ways in which we are diverse: (Select all that apply)

- Race
- Gender
- Education
- Socio-economic status
- Religion
- Sexual Orientation




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All of the answers are correct.

1.14 Activity

Today's American workforce includes:

- Nearly one-third who are minorities, nearly one-half who are women, and more than 10% who are aged 55 or older
- Nearly 1% who are minorities, nearly two-thirds who are women, and more than 40% who are aged 55 or older
- Nearly 50% who are minorities, nearly one-half who are women, and more than 30% who are aged 55 or older
- Nearly one-third who are minorities, nearly 70% who are women, and more than 20% who are aged 55 or older



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Correct Answer: Nearly one-third who are minorities, nearly one-half who are women, and more than 10% who are aged 55 or older.

1.21 Challenges of Diversity

Challenges of Diversity

Challenges in being part of a diverse workforce:

- Being "different" doesn't mean "better" or "worse"
- Coordinating different styles of working
- Learning to communicate across cultural and language differences
- Developing flexibility is another important ingredient
- Willing to adapt to change



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1.22 Challenges of Diversity (Continued)

Challenges of Diversity (Continued)

Plenty of positive opportunities:

- Attract and retain high-quality people
- Morale increases
- Productivity improves
- Reduces discrimination and the risk of lawsuits
- Decision making improves
- Organization's profile and reputation in the marketplace improves



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1.23 Discrimination

Discrimination

It's illegal to discriminate against someone in any aspect of employment, including:

- Recruitment, hiring and firing
- Salary and benefits
- Promotions, transfers and layoffs
- Opportunities for training or apprenticeships
- Retirement plans and disability leave policies



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1.24 Discrimination (Continued)

Discrimination (Continued)

Harassment can include:

- Making offensive comments or actions, slurs or jokes
- Segregating a person or group of people from others
- Stereotyping or making judgments about the abilities of a person
- Making unwanted or unwelcome sexual advances
- Making derogatory comments



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1.27 Activity

It's illegal to discriminate against someone in any aspect of employment, including:
(Select all that apply)

- Recruitment, hiring and firing
- Salary and benefits
- Promotions, transfers and layoffs
- Opportunities for training or apprenticeships
- Retirement plans and disability leave policies




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All of the answers are correct.

1.28 Activity

Harassment can include: (Select all that apply)

- Making offensive comments or actions, slurs or jokes
- Stereotyping or making judgments about the abilities of a person
- Making unwanted and unwelcome sexual advances
- Making derogatory comments about another person's cultural or religious practices



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All of these answers are correct.

1.30 Legal Rights

Legal Rights



These laws include:

- Title VII of the Civil Rights Act
- The Age Discrimination in Employment Act, or ADEA
- The Americans with Disabilities Act, or ADA
- The Rehabilitation Act of 1973
- The Equal Pay Act



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1.34 Solutions

Solutions

How can we keep moving forward in this effort to Embrace Diversity?



- New paradigm is emerging that places the focus of diversity on integration
- Workplace diversity is important to organizations
- Talent management and leadership development
- Look for the qualities and talents
- Focus on bringing those out rather than on the differences

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1.35 Belief, Attitude & Actions

Belief → Attitude → Actions

Look at your long held beliefs

- Make some changes - otherwise you can't change your actions
- Once you truly believe that all people are created equal
- Your attitude will shift and your actions will follow
- Changing your beliefs about our differences is where you start
- Changing your behaviors is where you end up

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graph TD; Belief[Belief] --> Attitude[Attitude]; Attitude --> Actions[Actions];
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1.36 Creating Change

Creating Change

The process of taking action to create change begins within You!

- Beliefs and attitudes about culture, race, gender and ethnicity
- By taking a hard look at these we can each begin to make the much needed changes
- Different interpersonal skills
- Communication competencies promote good communication

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1.37 Different Interpersonal Skills

Different Interpersonal Skills

Some of these competencies include:

- Active/nonjudgmental listening
- Willingness to challenge your concepts about diversity
- Collaboration skills
- Conflict resolution and change management skills
- Sensitivity toward terms labeling groups
- Ability to identify diversity issues
- Intercultural team-building
- Ability to express respect and appreciation
- Openness to learning about others who are different
- Ability to educate others on how to build diverse people skills



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1.39 Diversity Policy

Diversity Policy

Here are the main goals of these policies:

- Make diversity a priority in the workplace
- Make sure everyone in the organization is trained
- Make a commitment to diversity
- Perform a uniform, consistent set of expectations for everyone



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1.40 Diversity Policy (Continued)

Diversity Policy (Continued)



A Diversity Policy must also:

- Promote an open-door policy on complaints
- Protect the rights of employees to make legitimate complaints
- Promote both compliance with applicable laws and prevention of problems related to diversity
- Create a respectful and dignified work environment

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Notes:

1.41 Activity

What law protects against each of these actions?

Not hiring someone for a position because he or she is Mexican.

Failing to promote an employee because he or she is over the age of 50.

Paying a woman less money to do the same job as a man.

Firing an employee because he or she needs special accommodation.

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Correct Choices:

Action	Act Choice
Not hiring someone for a position because he or she is Mexican.	Title VII of the Civil Rights Act
Failing to promote an employee because he or she is over the age of 50.	Age Discrimination in Employment Act
Paying a woman less money to do the same job as a man.	Equal Pay Act
Firing an employee because he or she needs special accommodation.	Americans with Disabilities Act

1.43 Summary

Summary

Here are the main points about diversity:

- Diversity respects the differences among other people.
- Diversity encourages new ideas and perspectives.
- Diversity promotes fairness.
- Diversity helps create a stronger, more unified and more successful organization.



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Notes:

1.45 Credits

Credits

Voice Over Actors
George - Jeff Chapin
Sharon - Susan O'Gara
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