Valuing Diversity

Presented by
The University of Texas
Employee Assistance Program
Valuing diversity

Objectives:

- Define diversity and its impact in the workplace
- Understand the benefits of diversity
- Learn how to leverage diversity to enhance teamwork, increase productivity, and maximize results
What comes to mind when you hear the word **DIVERSITY**?
DIVERSITY?

Race/Ethnicity
Age
Sex/Gender
Sexual Orientation
Religion
Color
Disabilities
National Origin
Diversity

Communication Styles

Values, Ethics, Morals

Beliefs, Religion, Worldviews

Perceptions, Attitudes

Assumptions, Stereotypes

Experiences

Race/Ethnicity

Age

Sex/Gender

Sexual Orientation

Color

National Origin

Disabilities
Valuing diversity in the workplace is about recognizing, valuing and leveraging people’s differences to enhance communication and team effectiveness.
Increased interaction among employees in team settings from different backgrounds

Global individuals

Cultural differences within societies significantly impact how people interact
The benefits of diversity

- **Creativity**
  - generating ideas
  - developing new products
  - improving systems and processes

- **Group Dynamics**
  - decreases over-conformity & group think

- **Organizational Effectiveness**
  - increases capacity to deal with diversity in environment, global markets, groups

- **Team Development**
  - contributes to increased team cohesion
Diversity means . . .

- Thinking differently . . .
- Recognizing & Exploring differences . . .
- Appreciating differences . . .
- Respecting differences . . .
<table>
<thead>
<tr>
<th>Behaviors of Majority Cultures</th>
<th>Behaviors of Minority Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Interruptions</td>
<td>• Confrontation too early and too harshly</td>
</tr>
<tr>
<td>• Condescending behavior</td>
<td>• Rejection of offers to help and friendship</td>
</tr>
<tr>
<td>• Expressions of too-easy acceptance and friendship</td>
<td>• Giving answers majority members want to hear</td>
</tr>
<tr>
<td>• Talking about, rather than to, minorities who are present</td>
<td>• Isolationism</td>
</tr>
</tbody>
</table>

*Source: Communicating at Work, Adler & Elmhorst*
What not to say!!

- Do you speak Indian?
- You’re pretty articulate for a Hispanic person.
- You people are so smart.
- I never even noticed that you are black.
- I understand how you feel as a handicapped person, because I’m a woman.
### SAY AGAIN . . .

<table>
<thead>
<tr>
<th>Instead of Saying . . .</th>
<th>Say . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you speak Indian?</td>
<td>What languages do you speak? OR Do you speak Hindi?</td>
</tr>
<tr>
<td>You’re pretty articulate for a Hispanic person.</td>
<td>I liked the way you phrased that.</td>
</tr>
<tr>
<td>You people are smart.</td>
<td>Let’s talk about some ways we can use your expertise in this area.</td>
</tr>
<tr>
<td>I never even noticed that you are black.</td>
<td>I like the different viewpoints you have on this topic.</td>
</tr>
<tr>
<td>I understand how you feel as a handicapped person, because I’m a woman.</td>
<td>I would be interested to hear about some of your experiences and how they could possibly help on this project.</td>
</tr>
</tbody>
</table>
Signs that you are not open to diversity

- You think cultural differences are an annoyance in a business setting
- You think it’s too much effort to learn about other cultures and/or differences
- You refer to differences as weird
- “You’re in America now” attitude
- Not willing to distinguish between different ethnicities of a certain group
### Johari Window

<table>
<thead>
<tr>
<th></th>
<th>Others</th>
<th>Me</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Known to ME and OTHERS</td>
<td>Known to ME but not to OTHERS</td>
</tr>
<tr>
<td></td>
<td>(Public area)</td>
<td>(Private area)</td>
</tr>
<tr>
<td>2</td>
<td>Known to OTHERS but not to ME</td>
<td>Not Known to me or to OTHERS</td>
</tr>
<tr>
<td></td>
<td>(Blind area)</td>
<td>(Unknown area)</td>
</tr>
</tbody>
</table>

**Thinking Differently**
The public area contains things that are openly known and talked about - and which may be seen as strengths or weaknesses. This is the self that I choose to share with others.
I CAN SEE YOU

ROOM 1
ROOM 2
ROOM 3
ROOM 4

OTHERS
YOU
The blind area contains things that others observe that I don't know about. Again, they could be positive or negative behaviors, and will affect the way that others act toward me.
The unknown area contains things that nobody knows about me – including myself. This may be because I’ve never exposed those areas of my personality, or because they're buried deep in the subconscious.
The private area contains aspects of myself that I know about and keep hidden from others.
The application of the Johari Window comes in opening up the public area and making the other three areas as small as possible. This is done by regular and honest exchange of feedback, and a willingness to disclose personal feelings. People around you will understand what "makes you tick". They will also understand what you find easy or difficult to do and therefore can better support you. You can then do the same for them.
Recognizing & Exploring Differences

“First seek to understand then to be understood.”

- Stephen Covey
Culture

- Salad bowl vs. melting pot...
- Culture is communication....
- Communication is culture....
- Essential, not just desirable....
- Culture is learned....not innate!
Promoting authentic relationships

- Demonstrating interest in learning about other cultures/differences
- Listening without interrupting
- Taking risks (ask about differences)
- Acknowledging sincere attempts (even clumsy ones)
- Dealing with others where they are, instead of expecting them to be perfect
"Diversity is not about how we differ. Diversity is about embracing one another's uniqueness."

Ola Joseph
-Author
Respecting Differences

- Treating people the way they want to be treated
- Work environment that is free of offensive practices and conditions
- Valuing every person’s unique contribution to the team
Summary of key points

- Communication skills – having a self-awareness of how you present yourself and how you are perceived
- Diversity – growth opportunity
- Culture is learned – ask and explore
Diversity in action

Based upon what you’ve learned today, what will you do to help leverage diversity in your department?
Post Training Quiz
Diversity Quiz

Quiz - 10 questions

Last Modified: Nov 21, 2017 at 11:45 AM

**PROPERTIES**

On passing, 'Finish' button: [Close Window]

On failing, 'Finish' button: [Goes to Previous Slide]

Allow user to leave quiz: [After user has completed quiz]

User may view slides after quiz: [At any time]

Show in menu as: [Multiple items]

[Edit in Quizmaker] [Edit Properties]