



# **Diversity Challenges:**

What Would You Do?

# **Learning Communications**

# Learning Objectives

- Define key terms: diversity, culture and cultural archives
- Identify their personal cultural archives
- Examine their personal archives and how they affect communication and workplace relationships
- Recognize how differing cultural archives affect communication, relationships and ultimately productivity in the workplace.



# Diversity

The qualities that make individuals different from or similar to others, such as personal history, gender, race, sexual preference, abilities and disabilities, religion, class, professional, and educational background, etc.



# Culture

The vast structure of behaviors, ideas, attitudes, values, habits, beliefs, customs, language, rituals, and ceremonies practiced by a group of people. Culture provides a general design for living patterns for interpreting reality. We each have many cultures that help make us who we are!





# Cultural Archives

This is the knowledge gained through individual cultural experiences. Our cultural archives tell us how to interpret and respond to the world around us.



# The Interview

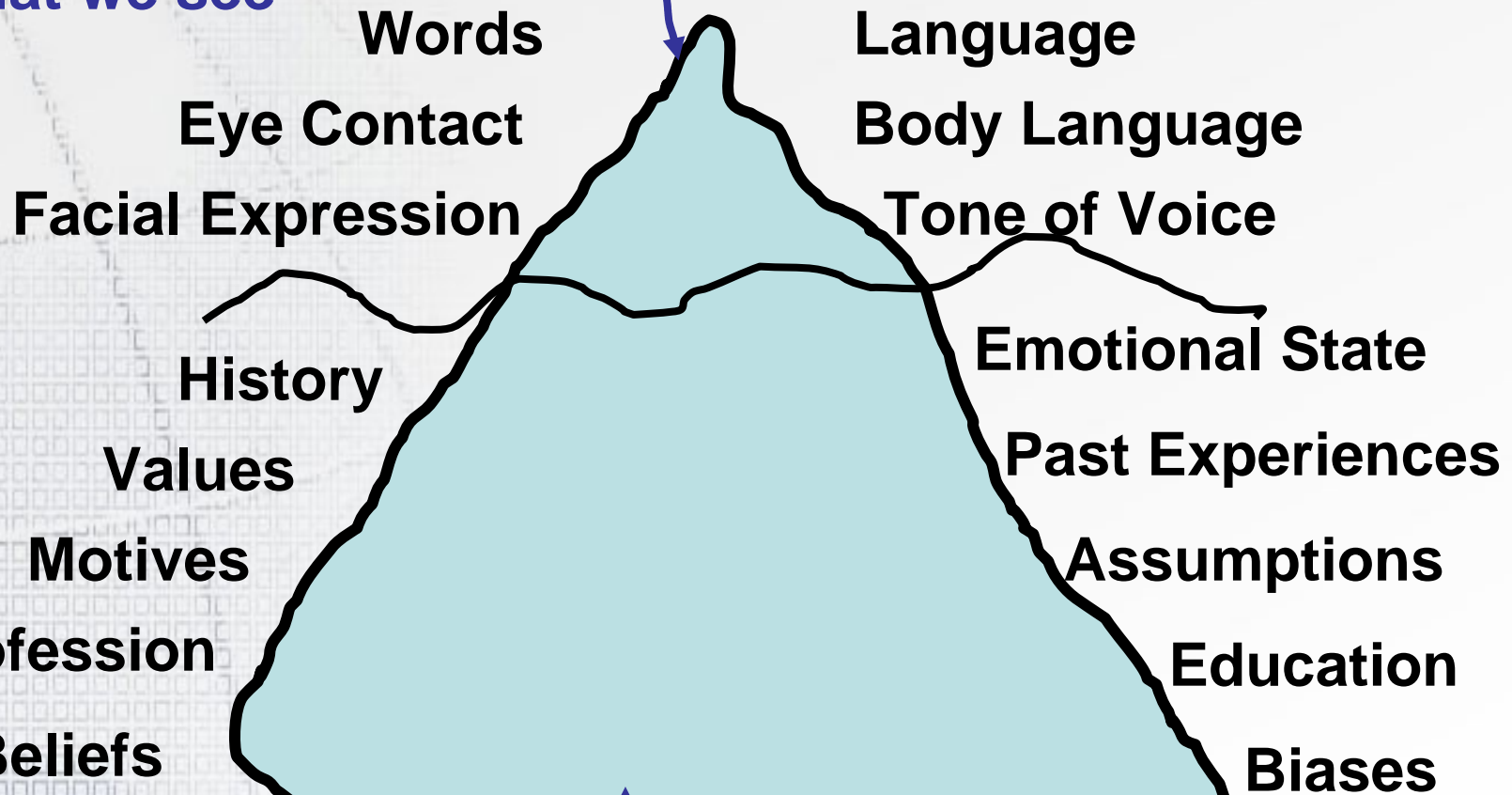
## What Would You Do?

- a) Don't hire him. Keep interviewing until you find someone more compatible with your team.
- b) Bring him back for a second interview. Have other team members interview him too.
- c) Hire him, but assign him to a mentor and a diversity awareness training class.



# Iceberg Discussion

What we see



What we don't see



Learning  
Communications

# The Interview Characters



**Craig**



**Wesley**



**Marla**



**Felix**



**Helen**





# The Interview

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# Do I Have to Work with Him?

## Characters



**Claudio**



**Sandra**



**Christian**



# Do I Have to Work with Him?

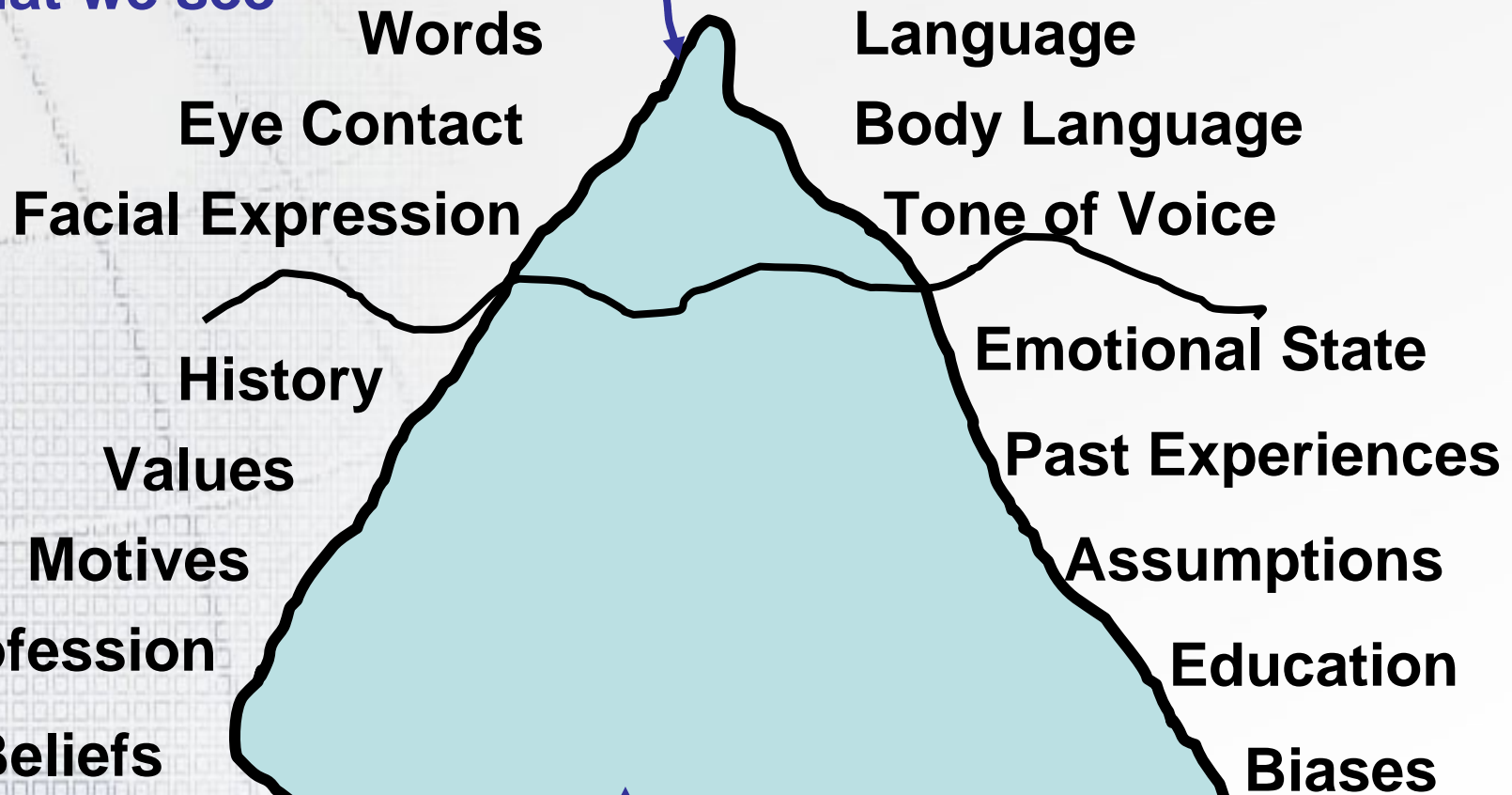
## What Would You Do?

- a) Tell her to get back to work
- b) Split the team
- c) Keep them together for this project, but split them up on future projects
- d) Keep them together and spend some time coaching Christian and Sandra



# Iceberg Discussion

What we see



What we don't see



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# Do I Have to Work with Him?

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# **Diversity Challenges: What Would You Do?**

***Thank you for your  
participation!***

