Diversity Challenges:
What Would You Do?
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:
- Words
- Eye Contact
- Facial Expression
- History
- Values
- Motives
- Profession
- Beliefs

What we don’t see:
- Language
- Body Language
- Tone of Voice
- Emotional State
- Past Experiences
- Assumptions
- Education
- Biases

Learning Communications
The Interview Characters

Craig

Wesley

Marla

Felix

Helen
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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

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Thank you for your participation!