

**DELAWARE
TECH**



Multicultural Issues in the Workplace

How they impact Human Resources



Kwanzaa



China



Jamaican

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Agenda

1. Introductions

2. Dimensions of Culture

3. Activity – “My Multicultural Self”

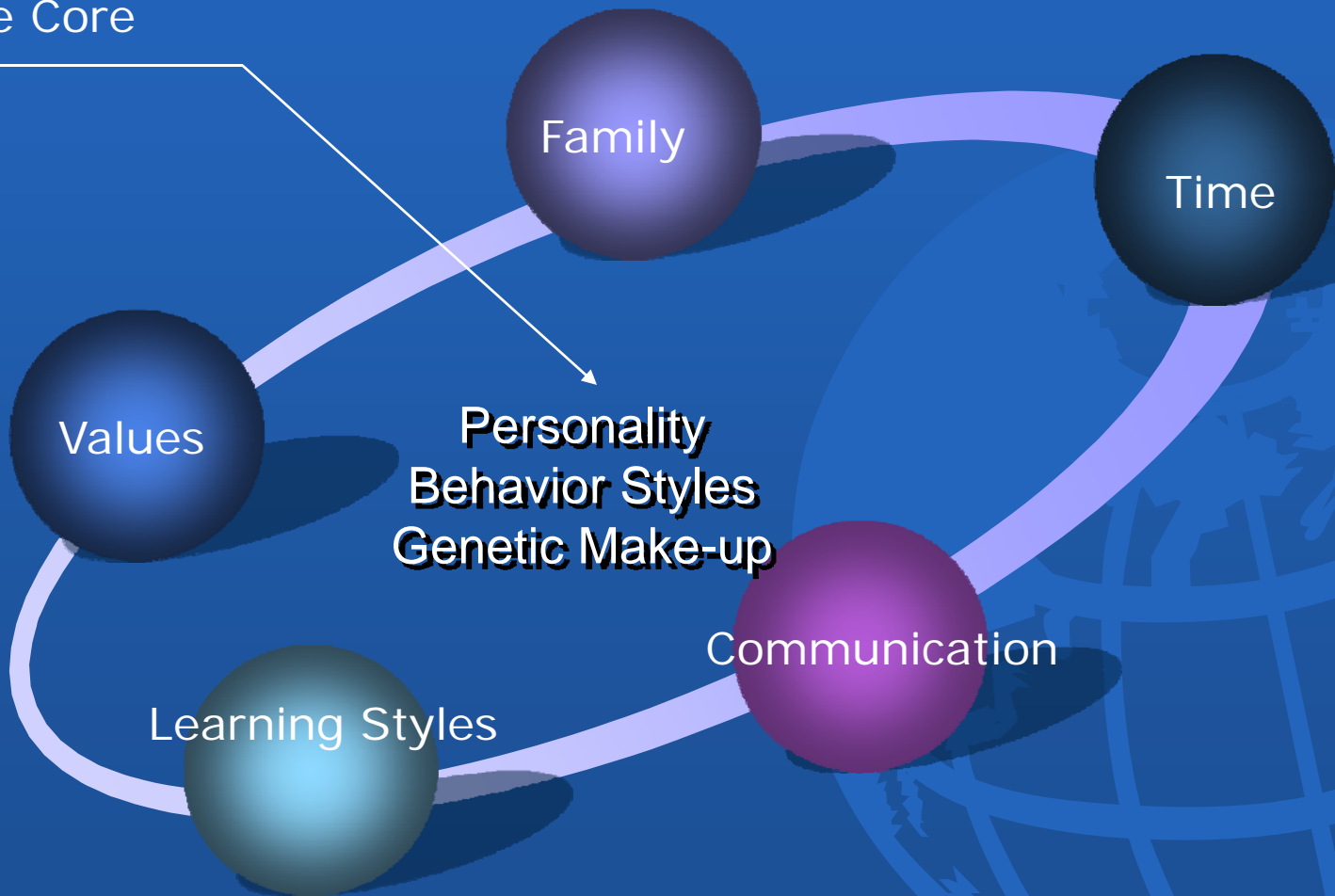
4. Culture, Work & Learning

Cultural Bingo


Different Country	Likes Different Music	Raised in the City
Different Religion than You	Different Age Group	Raised in small town
Enjoys Different Foods	Comes from a Different Region	Different Race
Likes to be on time	Tends to be formal with Strangers	Questions Authority

Dimensions of Culture

At the Core



Dimensions of Culture

- ❑ Priorities
 - ❑ Time
 - ❑ Role of women
 - ❑ Learning style
 - ❑ Style of dress
 - ❑ Body distance
 - ❑ Business/Work Interactions
 - ❑ Role of Family & Community
 - ❑ Education
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What is Culture?

- ❑ Is how people are raised to live their lives.
- ❑ It tells us what makes sense to us.
- ❑ It's the window through which we perceive, focus, understand, believe, and act.
- ❑ A culture is a group of people whose shared beliefs and practices identify the particular place, class, or time to which they belong

Circles of my Multi-Cultural Self

- Pair up
- First Complete the Circles Diagram in your handout
- Answer Questions 1 & 2 and discuss with your partner
- Answer Question 3 for yourself and be ready to share with the class

Circles of My Multicultural Self

- This activity highlights the multiple dimensions of our identities. It addresses the importance of individuals self-defining their identities and challenging stereotypes.
- 1. Share a story about a time you were especially proud to identify yourself with one of the descriptors you used above.
- 2. Share a story about a time it was especially painful to be identified with one of your identifiers or descriptors.
- 3. Name a stereotype associated with one of the groups with which you identify that is not consistent with who you are. Fill in the following sentence:
 - I am (a/an) _____ but I am NOT (a/an)_____.
 - (So if one of my identifiers was “musician,” and I thought a stereotype was that all musicians are dope smoking hippies, my sentence would be:
 - “I am a Musician, but I am NOT a dope smoking hippie.”

Multicultural Issues in the Workplace

Incorrect assumptions about diverse cultures




Language problems lead to misunderstanding

Expectations that others will conform to “our ways”

Bias against and fear of the unfamiliar

“Traditional American Values” in conflict with values of other cultures

Cultural Differences & Training

- ❑ Different Values
 - ❑ Learning Styles
 - ❑ Relationship to Hierarchies
 - ❑ Individual achievement vs. Group Achievement
 - ❑ Feedback – giving and receiving
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What We Value Here

- Team work
- Extroversion – vocal participation
- Facilitation skills
- Independence
- Initiative



Barriers in Learning & Workplace

- How People Feel about:
 - Asking For Help
 - Fear Of Failure
 - Men Learning From Women
 - Men Reporting To Women
 - Asking Questions
 - Achieving Individual Recognition

Effective Communication Styles for all Cultures

- **Employees Can Practice:**
- Developing listening skills
- Being respectful
- Speaking more slowly
- Avoiding slang or idioms, especially sport idioms which often create confusion (exp. “stepping up to the plate”)

Cultural Comparisons

Non-Hispanic North American

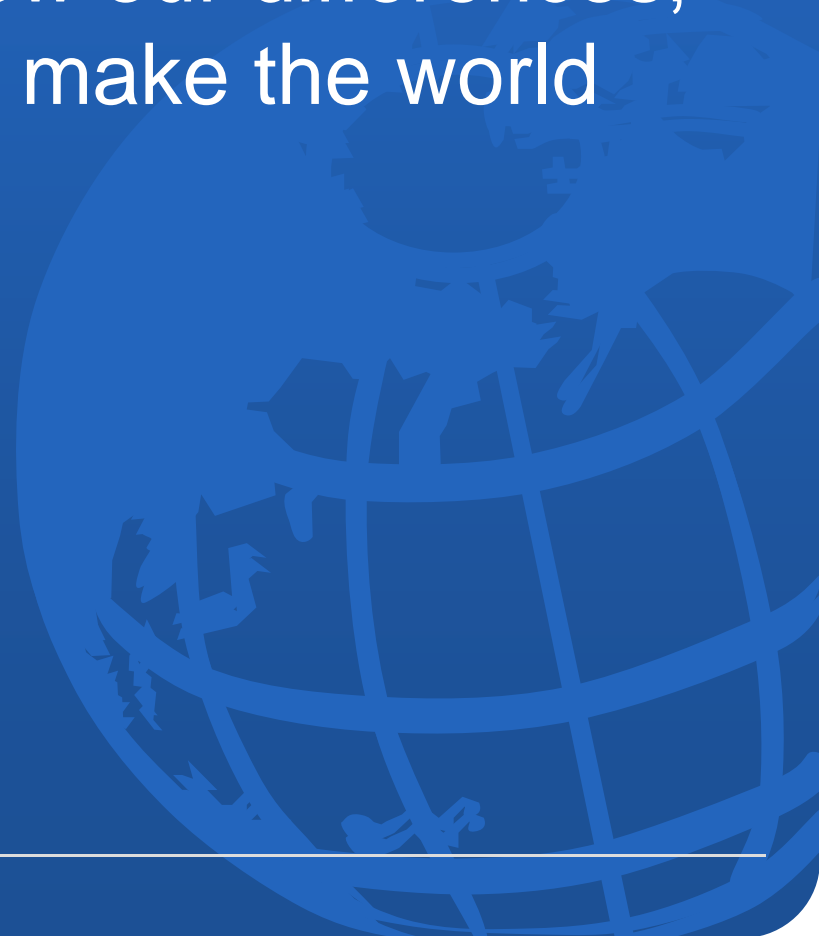
- More comfortable doing one thing at a time
- Put their Jobs first before family and friends
- Concentrate on the task and prefer to complete it without interruption
- Take time commitments (deadlines, schedules) literally
- Emphasize promptness
- Usually adhere to plans
- More formal channels of communication (not necessarily tuned into the grapevine)

Eastern European, Hispanic, Asian and African American - some common traits

- Comfortable doing many things at once
- Are committed to people: family, friends, customers, relationships
- Are highly flexible in handling interruptions
- Consider time commitments an objective to be achieved, if possible
- Base promptness on the relationship
- Change plans often and easily
- Are concerned with those who are closely related (family, friends, close business associates)
- Get information informally (through the grapevine)

We Welcome A Multi-Cultural Workforce

- “If we cannot end now our differences, at least we can help make the world safe for diversity.”
– John F. Kennedy



Some Useful Weblinks

- A More Perfect Union -
<http://www.wwcd.org/action/ampu/>
- Culture Survival – Rights of Indigenous People: <http://209.200.101.189/home.cfm>
- EdChange Multicultural Pavillion – Learning Activities:
<http://www.edchange.org/multicultural/>
- Library of Congress Portals to The World:
<http://www.loc.gov/rr/international/portals.html>
- Library Country Studies Pages:
<http://lcweb2.loc.gov/frd/cs/cshome.html>