**Assignment**

Your Name (First M. Last)

School or Institution Name (University at Place or Town, State)

**Workplace Diversity**

**Assignment 1**

**Introduction:**

The concept of workplace diversity has become really popular in the organizational structures, due to globalization in the world. More and more organizations have started to acknowledge the importance of diversity in workplaces. But often the concept of diversity is misunderstood and is confused with meeting the required quotas for employees on the basis of race and gender. It is not just limited to the cultural, racial and gender diversity but also to the acceptability of the disabled population and of the people belonging to the different nationalities and religions in every possible role. Diversity is all about acceptability, respect and teamwork neglecting the differences regarding gender, language, political and religious beliefs, sexual orientation, disability or difference in communication styles. Workplace diversity can help develop a multi-talented workforce with diversified skills that can perform organizational tasks with high-level efficiency optimization and creativity. This paper will further explore the benefits of diversity in developing the multi-task force.

**Discussion:**

Diversity gives access to the organizations to the greater range of talent, that doesn't belong to any particular frame of mind or culture, but the mind that has a wider view of the world and ethnicity, without any restrictive factors and limiting boundaries. This provides greater insights to the company about their customer approaches and practices to improve their craft, which can target the wider range of audience. The customer base is never restricted by the limiting factors of demographics(“Searching for Common Threads: Understanding the Multiple Effects of Diversity in Organizational Groups | Academy of Management Review,” n.d.). Thus for targeting the wider range of audience that belongs to various nationalities, languages, and mindsets, employees belonging to the different cultural backgrounds play an important role in policy formation that targets the diverse customer base. Lack of diversity results in closed limited opinions and policies that fail to tackle the diverse needs of the clients and customers (Marc Bendick, (2010)).

In the past women used to face gender discrimination due to lack of acceptance of female gender in the roles that were considered as specific for the men(Bobbitt-Zeher, 2011). Research proves that in order to tackle the problem, females prefer to choose the gender diverse workplaces that give them an equal chance to benefits the organization(Moss, 2004). Despite all acceptability that has become part of the modern organizational structure, women are unable to break glass ceilings completely. Workplace diversity ensures that women get an equal chance to important positions. As at certain positions, male personality attributes turn out to be beneficial for the company but at the same time, certain positions can gain benefit from the female employees. For targeting any type of customers, both genders are equally important(Stevens, Plaut, & Sanchez-Burks, 2008).

Different people belonging to different backgrounds have different sets of talent, skills, and experience that can affect the organization's performance positively. These cross over skills are beneficial in assisting the other employees regarding various natures of the work. In any organization especially the international organizations, customers and clients belong to various lingual backgrounds(Green, López, Wysocki, & Kepner, n.d.). Having a diverse range of employees with different lingual backgrounds can help in dealings and business expansions. Diversity enables companies to interact with others at a global level which further increases their client base. Often various companies associate the different nationalities in their marketing campaigns that further increases their popularity which results in building its image as a progressive company. This further helps in reducing the employee retention rate. It has been observed the workplace grounds that have people from diverse backgrounds perform better in the office(Roberge & van Dick, 2010). Not just this, the office's with diverse employees are happier and more engaged in producing positive outcomes, as they feel accepted, celebrated and psychologically empowered(Chrobot-Mason & Aramovich, 2013).

But not all researches support this claim that diversity and performances are linked. Some think that different types of diversities impact the performances differently in an organization. Different organizations train their employees through providing them expert trainings regarding diversity, so that employees from diverse backgrounds can come together and work together for progress of the organization. Such organizations encourage their employees to value different types of physical, cultural, religious and interpersonal differences to that it increases understanding with other that eventually translates into enhanced decision making, creativity and problem solving. Another focus of these trainings is to change the attitude of employees and eliminate the behaviors of discrimination and exclusion, which often results in increased communication between the employees from diverse backgrounds but these techniques and workshops not always give the desired positive results, and their influence and outcome vary from organization to organization.

There are three important aspects of diversity that are considered by the organizations that makes them consider the implantation of diversity. The companies that are not flexible in terms of their employee hiring, they can easily face the shortage of talent in the organization, which can affect the performance of an organization. Thus now a days organizations are becoming more open to the hiring of employees with diverse skill and diverse backgrounds. Customer understanding the second most important point. In order to understand the requirements of the customers and communicate with them, it is essential for organizations to hire people from diverse backgrounds so that the concerns of the customers can be addressed. Third important factor is again ambiguous, that is team performance. The belief that diversity will increase the performance and the outcomes, is the main factor due to which employers promote diversity. First two points are valid and logical, but the verification of third point cannot be validated in all organizations.

According to study that examined diversity in terms of ethnicity and gender and its impact on the work performance, suggested that this general belief that Diversity in terms of culture, demographic, gender, technical skills, and cognition is when subjected to groups by eliminating their conflicts, increasing communication and information, results in performance, satisfaction and huge turnovers is not always true. In fact gender diversity promotes healthy work competition in work place results in increased group performance while racial and ethnic diversity inhibited them. Sometimes in organizations the negative effects of the diversity also come into play but these effects can be minimized through the coaching and trainings by the HR of the organizations. Diversity improves performance when employees work in group than in the individual settings(Kochan et al., 2003).

**Conclusion:**

Building a diverse environment in the organization is a challenging task. Often employers don’t implement the concept of diversity while implementing the diversity policies. For example goal of diversity is not to just apparently show the clients that company implements the diversity policies and has diverse representation, but the goal should be to give every one equal chance to grow so that they prove to be a beneficial asset to a company. As diversity increases the company’s potential to grow with multi-talented force, but it can only happen if diversity policies are applied right. Also the positive effects of the diversity in terms of increased performance and productivity don’t come into play in all organizations equally. Workshops to train the employees to value diversity are helpful in generating positive outcomes. Diversity can generate better outcomes when employees work in group then in individual settings.

**References**

Bobbitt-Zeher, D. (2011). Gender Discrimination at Work: Connecting Gender Stereotypes, Institutional Policies, and Gender Composition of Workplace. *Gender & Society*, *25*(6), 764–786. https://doi.org/10.1177/0891243211424741

Chrobot-Mason, D., & Aramovich, N. P. (2013). The Psychological Benefits of Creating an Affirming Climate for Workplace Diversity. *Group & Organization Management*, *38*(6), 659–689. https://doi.org/10.1177/1059601113509835

Green, K. A., López, M., Wysocki, A., & Kepner, K. (n.d.). *Diversity in the Workplace: Benefits, Challenges, and the Required Managerial Tools1*.

Kochan, T., Bezrukova, K., Ely, R., Jackson, S., Joshi, A., Jehn, K., … Thomas, D. (2003). The effects of diversity on business performance: Report of the diversity research network. *Human Resource Management*, *42*(1), 3–21. https://doi.org/10.1002/hrm.10061

Moss, S. A. (2004). Women Choosing Diverse Workplaces: A Rational Preference with Disturbing Implications for Both Occupational Segregation and Economic Analysis of Law. *Harvard Women’s Law Journal*, *27*, 1.

Roberge, M.-É., & van Dick, R. (2010). Recognizing the benefits of diversity: When and how does diversity increase group performance? *Human Resource Management Review*, *20*(4), 295–308. https://doi.org/10.1016/j.hrmr.2009.09.002

Searching for Common Threads: Understanding the Multiple Effects of Diversity in Organizational Groups | Academy of Management Review. (n.d.). Retrieved March 29, 2019, from https://journals.aom.org/doi/abs/10.5465/amr.1996.9605060217

Stevens, F. G., Plaut, V. C., & Sanchez-Burks, J. (2008). Unlocking the Benefits of Diversity: All-Inclusive Multiculturalism and Positive Organizational Change. *The Journal of Applied Behavioral Science*, *44*(1), 116–133. https://doi.org/10.1177/0021886308314460

Marc Bendick, J. M. ((2010)). The business case for diversity and perverse.