Work With Diverse People

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**Question No 1**

**The concepts of cultural awareness, cultural safety and cultural competence are important in the context of a diverse workplace. Explain what these concepts are and how they impact on the different work roles across the community services sector.**

**Cultural Awareness**

Cultural awareness is the understanding of differences themselves and people from other societies, nations and backgrounds especially in terms of values and attitudes. Cultural Safety

Cultural awareness puts huge impact in different that a person performs in the workplace as well as it contributes a lot to work efficiency if it has been understood properly (Gerlach, 2012). The first is, it creates cultural awareness guidelines and policies for each role at the workplace. Second is diversity is always a good opportunity for workers/employees to learn new things and cultural awareness create this diversity by allowing people to listen to others' stories and ask them to expand their knowledge.

**Cultural safety**

Cultural safety is the one person's effective nursing practice or family from other culture which is determined by that concerned person or family. These things include but not limited to age, gender, status, occupation, spiritual belief and religion and any disability etc.

The impact of work safety on different roles in the workplace is positive because it stresses the importance of accepting differences. Means that we should not treat every single person or group as the same and we have to acknowledge our blind spot before making any related decision (Gerlach, 2012).

**Cultural Competency**

Cultural competency is the set of behaviours, policies and attitudes that make a system or agency that allows cross-cultural people and groups to work professionally in all the situations.

In today's, there is a huge impact on cultural competency overall roles in the workplace. For having the ability to work in a professional way at the workplace, it is very important for every role and person that he or she must be able to work with diverse people or groups. The impact of cultural competency can be identified that in the current time all organizations look for those who have highly diverse experience across the community service sector (Gerlach, 2012). Beyond that, by having cultural competencies, all the employees of all levels would be able to feel valued and willing to work professionally in all situations which leads to work efficiency.

**Question No 2**

**Explain diversity and what respect for diversity in the workplace means.**

**Diversity**

Diversity is to understand each individual or each person is different and unique and to recognize our individual differences. These things can be along with the dimensions of race, gender, sex, social and economic status, ethnicity age, religion, physical abilities and or other ideologies.

In the workplace, diversity is the feature of the mixed workforce which provides a wider range of capabilities, experiences, strengths and knowledge because of ethnicity, background, religious and political beliefs, physical abilities, sexual and other contributions (Gerlach, 2012). As well as cases/situation where different batch sizes, distribution channels and other product mixes.

**Question No 3**

**Community attitudes and structures of culture, language and workplace policies influence people and groups and will all have an impact on community services work. Briefly explain the impact of each of these things. If necessary conduct independent research.**

**Impact of Culture**

There is a number of cultural components that influence the way how to interact with other people, including national culture, corporate culture and other cultural styles. The elements of culture that influence are:

* How work can be conducted?
* Behaviour and styles
* Use of our language
* How to face challenges and conflicts
* How we go for creation of the relationship.

**Impact of Language**

Language is the most crucial components that have an impact on the workplace. In the workplace, language is the most powerful tool through which individuals and groups make inclusion among each other (teams) as well as it is a powerful tool for creating exclusion. Talking to each other through language builds a workplace culture where each member feel valued, feel a part of the culture and respect instead of disrespect and felling under-valued (Joshee, 2007). Inclusive workplace culture is built after the impact of language on the workplace culture on community service work which is high-performance culture and deliver higher and greater performance and productivity (Gerlach, 2012). In short, that language puts the highest impact than any other components.

**Workplace Policies**

There are several ways in which workplace policies influence groups and people and have impact community service work. These policies influence people or group in terms of how people or a person perform and conduct their work, how they face and manage challenges, how they resolve conflicts, how they create relationships as well as how and what kind of language they use (Gerlach, 2012). It further influences a person's values, culture, and beliefs which put an impact on the community service work.

**Question No 4**

**Explain how diverse political, social, economic and cultural factors impact on work and the lives of people in society.**

**Political Factors and their Impact**

Political factors always come as the most crucial factors when studying the impact of different factors on work and society. Different organizations could have various arrangements about guideline or deregulation, for instance. On the off chance that a legislative organization deregulates administrations, for example, health programs and health insurance policies a community service organization around there could have fewer guidelines. In certain nations, the soundness or flimsiness of a routine could influence the capacity of a community service organization to give administrations to the community (Gerlach, 2012). Subsequently, community service organizations need modern data about government strategies and guidelines. Beyond that, political factors have an impact on society in many ways but they highly affect the economic development of the society. Some ways through which political factors affect the economic development of the society are:

* Type of Regime
* Political Stability and Instability
* Policy Management
* Corruption and Trade laws

**Economic Factors and their Impact**

A monetary downturn could, for instance, because expanded requests on a community service organization yet could diminish subsidizing to the association. A superior economy could diminish requests and improve the financial health of the organization through government stipends and network subsidizing (Gerlach, 2012). Along these lines, community service organizations need data about their financial limits and subsidizing, and that data should be refreshed in an auspicious manner.

**Social Factors and their Impact**

Social Elements could incorporate the maturing of the populace, which would put requests on a community service organization managing the old, or populace development, which could expand requests on an organization managing children or families (Gerlach, 2012). Accordingly, a community service organization needs state-of-the-art data about population and other social elements.

**Cultural** **Factors and their Impact**

Cultural factors have a positive impact on the workplace because:

1. It helps in attracting potential and required talent
2. It facilitates retention and engagement
3. It puts a positive impact on happiness and satisfaction as well affects performance

In terms of society, cultural factors affect language styles, public communication, standards and living and many other ways which are being affected by the cultural factors which also leads to affect the daily life of people (Joshee, 2007).

**Question No 5**

**Legal and Ethical Considerations in Discrimination**

On the national and local level, there are several factors which can be kept considered regarding discrimination. Those discriminations may be human rights, right and responsibilities of employees or workers, worker and clients.

On the local or national level the major factors are:

* **Equal Employment Opportunity Provision**

Every signal citizen of the country wants that equal employment opportunity should be provided to them by the state as well as by the organizations. In terms of employment, every person expects a positive response from employer(s) so if they have not been considered with equal employment opportunity then they might challenge the employer in the court (Gerlach, 2012).

* **Equal Human Right**

Every single person in the country wants to avail all the human rights which they have from the stateside and which they deserve. These rights include but not limited

* Disability Discriminations
* Racial Discrimination
* Sexual Discrimination
* Australian citizenship rights of individuals.

On the International Level, the major factors which should be considered in discriminations are mostly. Workplace health and safety consideration by the employers for their employees.

* Provision of equal employment opportunity
* State and territory acts for human rights
* Overseas citizens’ rights
* Environmental considerations by international organizations
* Duty of care
* Provision of support to the learner which is appropriate to their needs.
* Treating the client as the business partner by the company or organization

**Question No 6**

There are a number of specific areas of diversity, the characteristics of which must be taken into consideration with regard to legislative compliance and support for human rights. List six of the key areas of diversity.

There is a number of diversity consideration with regard to legislative compliance and support for human rights but the most important are:

1. Race, culture and Ethnicity
2. Disability
3. Spiritual and religious beliefs
4. Gender and intersex
5. Generational considerations
6. Sexual identity or orientation.

**Question No7**

1. **The historical issues and conditions that have shaped relationships with mainstream Australia**

The Aboriginal people who live today and their time and experience of living in Australian society with the historical legacy have several significant impacts on their lives and livings (Trewin, & Madden, 2005). The major things that have shaped this relationship are:

The 60,000 years before the arrival of European

* Projection, segregation from 1890 to the early of 1950
* Integration, self-determination as well as self-management from 19667 to the mid of 1990
* Reconciliation from 1990 to 2000

Beyond that, other conditions and reasons or issue are:

* The emotional impact on Aboriginal people for their own as well as their families experiences
* The barriers of learning and gaining skills of living (like their separation from families)
* The lack of trust in different institutions
1. **Current Social, Political and Economic Issues Affecting Aboriginal and/or Torres Strait Islander People**

**Economic Issue**

Education and income make the person capable to engage and influence society. Aboriginal Australians have the lowest economic status in the country. poorly socio-economical and hardships in education and employment as well poverty, financial instability, homelessness, family breakdown, crime and social illusion etc. in current time, those are the things which affect the lives of Aboriginal people, as well as they, suffer disproportionality domestic violence and over-representation injustice system (Trewin, & Madden, 2005).

**Social and Political Factors**

Aboriginal and Torres Strait Islander face the highest level of racism in the country (Australia). Aboriginal Australian grow up with learning only two kinds of histories; memories preserved by their families and humiliating history taught at school level (Joshee, 2007). Reconciliation can occur when sovereignty is acknowledged through the past injustice experiences, property rights and other cultural practices.

1. **The way in which Western or mainstream systems and structures can be perceived by and can impact on Aboriginal and/or Torres Strait Islander people and their engagement with services**

The way in which Western or mainstream systems and structures can be perceived by and can impact on Aboriginal and/or Torres Strait Islander people and their engagementwith services is listed and discussed below.

The way in which many Aboriginal and Torres Strait Islander people engage with community services is the partnership engagement in early childhood services and engaged with them in natural resource management activities (Trewin, & Madden, 2005). Another way is engaging in health programs as well as they can be strongly engaged with the community if the engagement programs work well and fine.

Beyond that, NGO partnership with Indigenous organization is also a way through which many Aboriginal and Torres Strait Islander people engage with community services.

**Question No 8**

**List of Marginalized Groups**

1. Senior Citizen
2. People of below average Intelligence
3. Physically challenged people
4. People living in extreme poverty
5. People with disfigurements
6. Gifted & Talented people

**Question No 9**

**Resources that could help service organizations embrace and respond to diversity**

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**Question No 10**

**Australian society is made up of diverse communities and/or social groups. Explain briefly how these diverse groups influenced and changed Australian society.**

There is a number of ways in which above mentioned diverse groups of Australia influenced and changed the overall society of Australia but the main and highly noticeable three ways are mentioned and discussed below.

1. Diverse groups and communities of Australia have redefined the multiculturalism of the country. It has also been considered by the communities that more than 300 social groups have contributed to the country has played a huge role in every aspect of life and success of the nation. So based on that statement, the groups and communities shared their rights and responsibilities with no specific specialties while they considered all and themselves as same (Trewin, & Madden, 2005).
2. In terms of laws, rules, policies and democracy, they have worked to bring the same processes and rules for the entire nation. In other words that they changed society by defining the same rules and policies for all the groups and societies or communities.
3. The group also worked one provision of regular interfaith and intercultural dialogue which has been found as the way that influenced and changed Australian society (Trewin, & Madden, 2005).

**Question No 11**

**Explain how diversity practices and experiences impact on personal behaviour, interpersonal relationships, perceptions and the social expectations of others in the workplace**

Diversity practices impact interpersonal skills by/through our unique capabilities which shape our style, that being a professional, we communicate and talk, how we address things, how we deal and make decisions as well as how we make relations.

The effects of cultural diversity in the working environment can be both good and horrible. Some negative impacts incorporate broken clashes, lost efficiency, and trouble to accomplish amicability in gathering settings.

Beneficial outcomes incorporate a solid information base made by an assortment of social encounters, an in-house asset of cultural trainers and sources, and a more noteworthy inclination to extend the business in foreign cultures (Trewin, & Madden, 2005). Generally, the impacts of social-cultural diversity in the working environment rely on how well they are being overseen by the authoritative pioneers. With appropriate vital arranging, top administration can improve the constructive outcomes and lessen the negative impacts of social-cultural diversity in the workplace.

Presentation is the watchword. You become presented to newer ways and ways of life or societies. As of right now, you get the opportunity to pick which credits to assimilate or dismiss dependent on your circumspection of value. Henceforth, this process of change or decision to add certain qualities to yourself dependent on your ongoing knowledge will clearly affect your personal behaviour.

References

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