Chapter 8
Management Essentials

8.1: Learning to Work Together

- Identify differences between school and the workplace in terms of diversity, stereotypes, and cultural influences.

- What is management’s role in addressing diversity and dealing with harassment?
Culture Perspective

- How would you define culture? (Write on a sheet of paper)
- Share with your table members
- How are your definitions alike or different?
What is Culture?

- Shared system of meanings, beliefs, values and behaviors through which we interpret our experiences.

- Culture is learned, collective and changes over time.

- Culture is generally understood to be "what we know that everyone like us knows."
How Do You Describe Your Culture?

- Write your own self-components
- Each bubble is a lens through which you see the world
- Form small groups based on:
  - Similarities
  - Differences
  - Are they the same people?
Concepts to think about…

- How would you feel if someone ignored one of your multicultural bubbles?

- What if multicultural bubbles were ignored in the workplace?
  - Miss opportunities to connect with your staff and from learning from one another

- If your identity bubbles are communicating with 5 others, how many identities are interacting?

  30- How can this impact workplace communication?
Identities are NOT Static

We are shaped and reshaped by what goes on around us and our identities constantly change as well.

Examples:

- A parent dies and this reshapes the way we see the world
- We fall in love and this reshapes the way we see the world
- We fall out of love and this reshapes the way we see the world
- We experience an act of violence and this reshapes the way we see the world
Multicultural Dimensions in the Workplace

- What we once knew to be true about ourselves and others can change over time

- We should:
  - Always try to suspend judgment
  - Ask questions of others
  - Talk with those different from us as much as possible
Diversity refers to the great variety of people and their backgrounds, experiences, opinions, religions, ages, talents, and abilities.

- What diversity is present in our classroom? At Pulaski High School?

- How do we address our diversity?

- What could we do to positively address diversity to a greater extent?
Stereotypes vs Prejudices

- In a diverse environment, people must learn to value and respect others, no matter how different they are:
  - **Stereotypes** are generalizations that individuals make about particular groups that assume that all members of that group are the same.
    - **Stereotype Activity:** Write down a stereotype you have heard about yourself or someone close to you.
  - **Prejudice** is a general attitude toward a person, group, or organization on the basis of judgments unrelated to abilities.
Stereotype Shuffle

Read aloud a card…
How do you think it would feel to be stereotyped this way?

- How did it feel to share a way you have been stereotyped?
- Did you hear a stereotype that you once bought into? If so, what was it and why did you use it?
- What are your ideas on eliminating stereotypes?
Cultural Tendencies

Many groups of people, however, have common beliefs, such as religion, or share common ways of acting.

These groups have **cultural tendencies** to do some things based on their beliefs and their habits.

- Managers should set a climate in which employees honor cultural tendencies and break down stereotypes.
- Building a work environment in which people are honored for their contributions makes a real difference in an operation.
Role of the Manager

- To promote a culture of mutual respect and realize the benefits of diversity, a manager needs to:
  - Help break down the stereotypes that people hold and manage activities that impact diversity.
  - Managers should **model** expected employee behavior
  - Establish a hospitable and welcoming environment for all employees.
Cross Cultural Interaction

- Encourage positive **cross-cultural interaction**
  - Def: Meaningful communication among employees from diverse cultures and backgrounds
  - Helps break down stereotypes and prejudices
  - Improves the workplace environment.

- Creating an environment that values all people has many benefits:
  - Larger and higher-quality labor pool
  - More enjoyable and productive environment
  - Improved public relations, and ultimately, more guests.
Respectful Workplaces

Two critical aspects of a positive work environment are respectfulness and equal treatment for all employees.

- **Harassment** happens when slurs or other verbal or physical conduct related to a person’s race, gender, gender expression, color, ethnicity, religion, sexual orientation, or disability interferes with the person’s work performance or creates an unhealthy work environment.
Harassment-Free Workplace

- Most companies have some type of harassment-free workplace policy that provides guidelines and procedures for how to behave in the workplace.

- Managers have significant responsibility for addressing harassment in the workplace.
  - They are legally liable for maintaining a harassment-free environment.
Teamwork

A team is a group of individuals with different skills and experience levels who are working to complete a task or meet a goal.

- **Teamwork** uses each member’s strengths, so the group has more success working together than working alone.
- The most successful teams respect each other’s opinions and find ways to work together to create positive results.

People on successful teams are also more likely to feel a responsibility to their team members to achieve the goals.
Section 8.1 Summary

- In a workplace environment, employees’ performance determines whether or not they get a raise or promotion.
- Stereotypes are generalizations that individuals make about particular groups that assume that all members of that group are the same.
- Prejudice is a general attitude toward a person, group, or organization on the basis of judgments unrelated to abilities.
- Diversity in the workplace creates a more enjoyable and productive environment.
- In a harassment-free environment, complaints are handled appropriately, which results in a workplace that respects all employees on an ongoing basis.
- Teamwork uses each team member’s strengths. Working together, the group has more success than working individually.
Group Assignment

- Create a 20-30 second TV commercial to promote the benefits of having a multicultural workplace
- Use Section 8.1 to incorporate at least 3 ideas about diversity in the workplace

BE CREATIVE!

Use the handout to write your commercial- Film with iPads