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# Cultural Diversity and Inclusion in the Workplace

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Cohort 6

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# Cultural Diversity and Inclusion in the Workplace

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The program helps students to understand and build capability around cultural diversity and inclusion initiatives and efforts in the workplace. Students will gain practical skills and specific knowledge related to leaderships practices in resolution of problems that can arise as a result of workforce diversification efforts.

## Key Principles

1. Framework for determining conditions under which a teams cultural diversity enhances or detracts from its' effectiveness
2. Determination of the leadership skills and perspectives required to successfully manage the challenges that arise in culturally diverse settings
3. Distinguish between socially legitimate discrimination-and-fairness and access-and-legitimacy perspectives to corporate diversity
4. Key factors in the establishment of an inclusive corporate culture

# Course Schedule

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Date	Time	Activity	Description
Day 1  <i>Lecture</i>	9am-Noon	Introductions	Group Ice-Breaker
		Topic Overview	Diversity within the Corporate Environment
			Interactive Exercises and Group Discussions
<i>Case Study</i>	1pm-4pm	Case Study (sub-groups)	Case Preparation
			Group Presentations
	4pm-4:30pm	Summary and Close	Group Discussion
Day 2  <i>Lecture</i>	9am-Noon	Warm Up	Diversity Recap
		Topic Overview	Inclusion in the Workplace
			Interactive Exercises and Group Discussions
<i>Case Study</i>	1pm-4pm	Case Study (sub-groups)	Case Preparation
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	4pm-4:30pm	Summary and Close	Group Discussion

# Social Contract: what we expect from each other today

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**BISOT!**

Butts In Seats On Time



**ELMO!**

Enough Let's Move On



**COVO!**

Cellphones On Vibrate or Off



**CL/OD!**

Close Laptop/Other Devices

# Social Contract: what we expect from each other today

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Be Open



**COVO!**

Cellphones On Vibrate or Off

Be Present!!  
Avoid Multi-tasking



**BISOT!**

Butts In Seats On Time

## Share Experiences

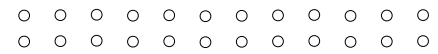
**YOU** Provide  
the Answers!!



Ask Questions

Quantity  
Quality

Be Awesome and Have FUN!!!



# Introductions... This or That?



or





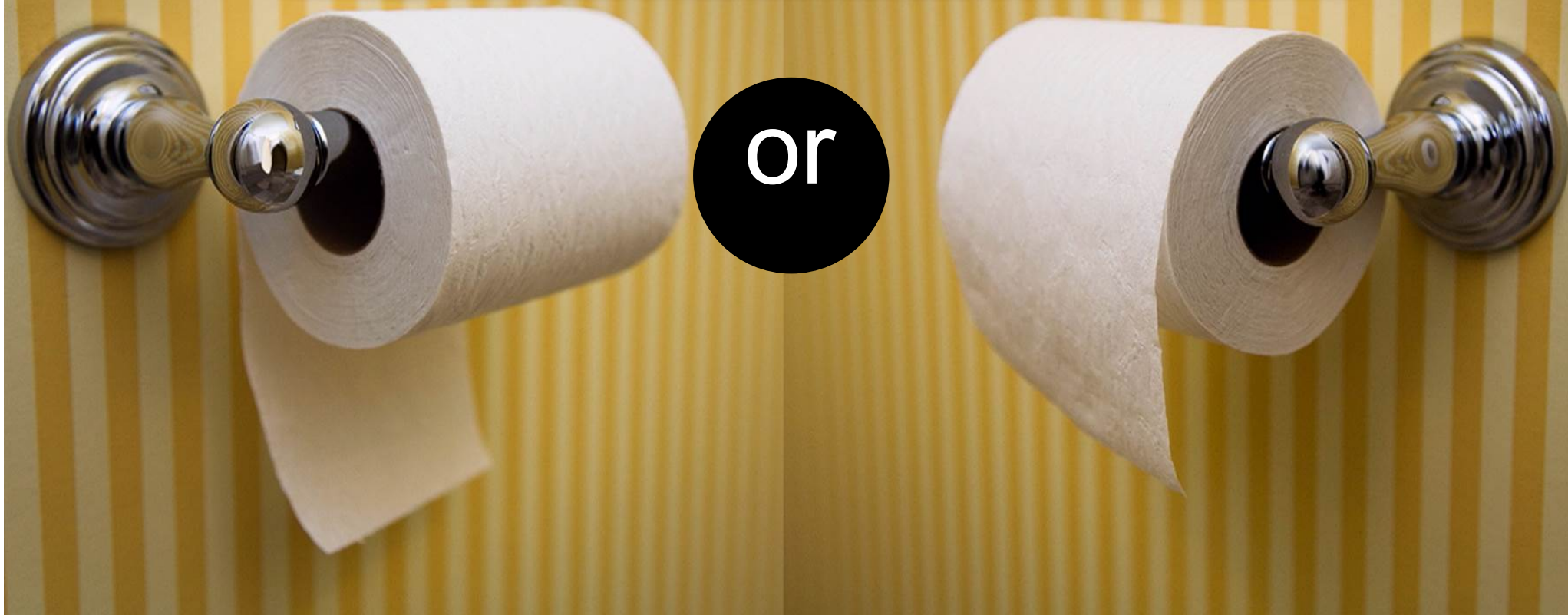
or





# TOILET PAPER:

UNDER OR OVER?





or





or

# Diversity in the Workplace – What is?

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What is diversity?

- ✓ A range of different things

What is diversity in the workplace?

- ✓ Diversity in the workplace means that a company employs a wide range of diverse individuals.





# The Tag Exercise

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Follow the below instructions silently – in other words – *NO TALKING!!*

1. Form into groups
2. Break up and form into new groups
3. Break up and form into new groups
4. Break up and form into new groups
5. Break up and form into new groups



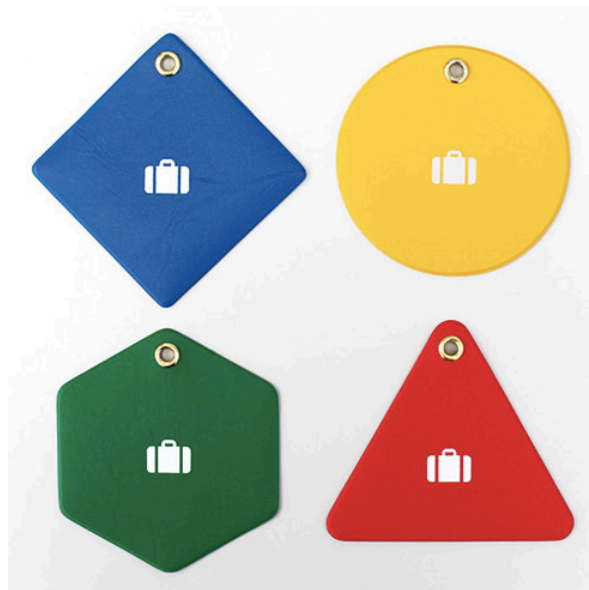
## Diversity in the Workplace – The Tag Exercise

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What was the 'criteria' of the first few rounds of grouping?

What was the 'criteria' of the final set of groups?

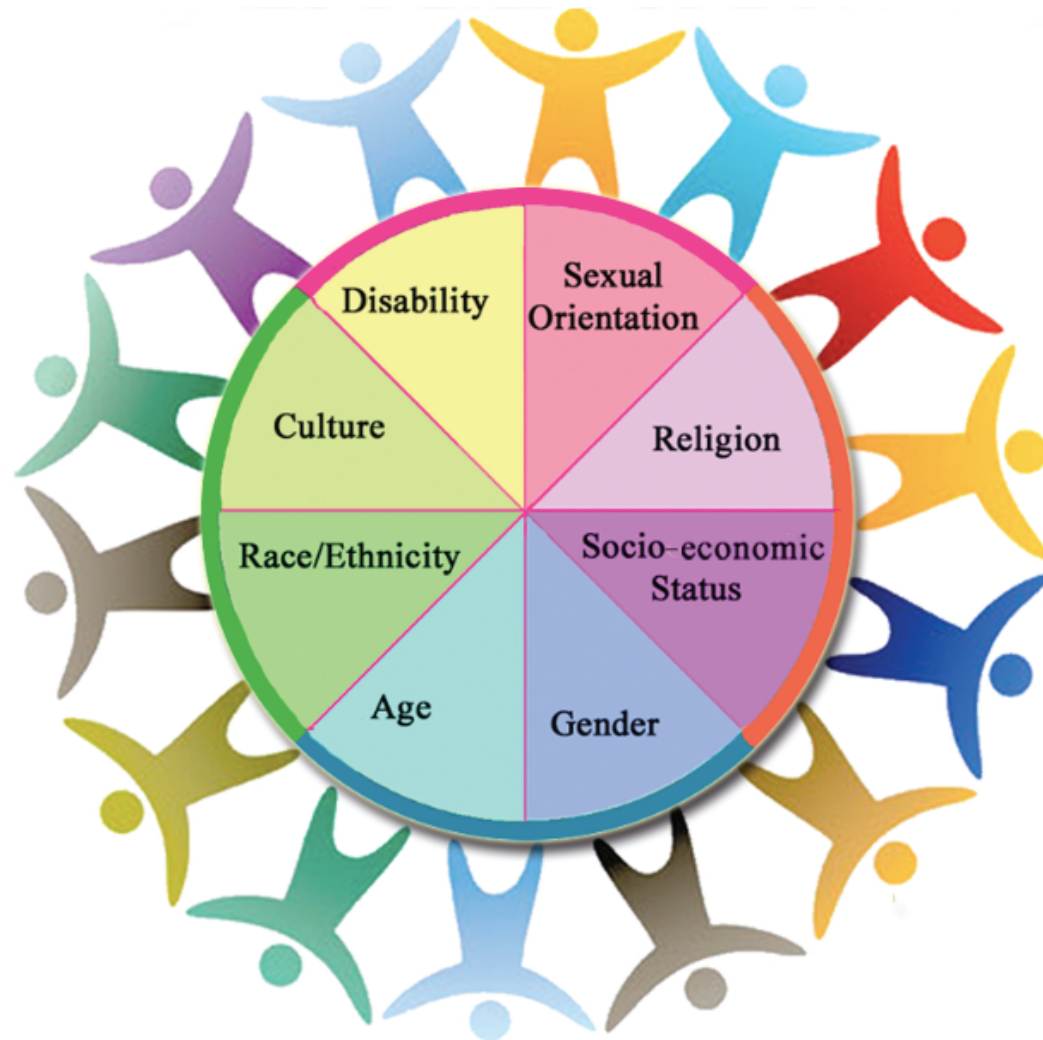
Based on the 'criteria' how diverse were the groups?

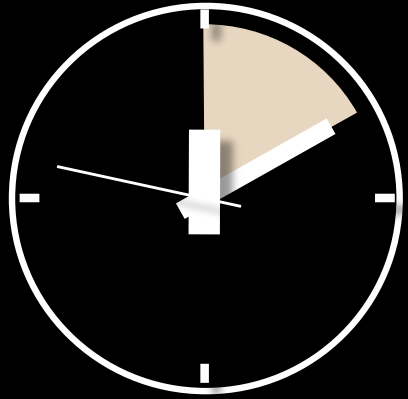


# Diversity in the Workplace – What Does it Look Like?

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Diversity in the workplace means that a company employs a wide range of diverse individuals.





**BREAK!**  
10 minutes





# Diversity in the Workplace – Organization Benefits

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How does diversity in the workplace lead to these benefits?



# Diversity in the Workplace – Can you explain this?

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Do not answer out loud. Please write your answer on the yellow sticky, fold, and pass to your neighbor.

“A father and son were involved in a car accident in which the father was killed and the son was seriously injured. The father was pronounced dead at the scene of the accident and his body was taken to a local morgue. The son was taken by ambulance to a nearby hospital and was immediately wheeled into an emergency operating room. A surgeon was called. Upon arrival and seeing the patient, the attending surgeon exclaimed “Oh my God, it’s my son!’ Can you explain this?”

# Diversity in the Workplace – Unconscious Bias

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Unconscious Bias - are inherent or learned stereotypes about people that everyone forms without realizing it.

How do the below biases impact an organizations ability to have a diverse workforce?

**DIFFERENT TYPES OF UNCONSCIOUS BIAS**

- AFFINITY**  
Affinity bias is when we favour people who we share qualities with. For example, liking someone because they went to the same school as you.
- BEAUTY**  
Beauty bias suggests that we prefer attractive people and believe they would do a better job than someone less conventionally attractive.
- CONTRAST**  
Contrast effect is when we compare one thing to another, rather than judging the whole application on its merits.
- GENDER**  
Gender bias is when you think one gender may be better for a role than another. This is largely based on stereotyping.
- HALO**  
Halo bias is when you focus on one great positive, while ignoring any flaws that may not make them suitable for the role.
- HORNS**  
Horns bias is the opposite of Halo bias. This focuses on one great negative characteristic, while ignoring all positive characteristics.

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# Diversity in the Workplace – Stereotype Wall Exercise

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# Diversity in the Workplace – Case Study

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## Managing Diversity at Spencer Owens & Co

- 10 min to read followed 5 min discussion
- Form into 4 groups
- Each group will have:
  - 2 questions to address
  - 45 min to prepare answers
  - 25 min presentation and case discussion

Group 1			
陈陈	Chen	Chen	Nisse
陈焯	Chen	Wei	Tony
高汉强	Gao	Hanqiang	Eddy
张引屏	Zhang	Yinping	Iris
祝佳	Zhu	Jia	Jessica
Group 2			
黄一岚	Huang	Yixuan	Daisy
陈旭	Chen	Xu	John
张欣	Zhang	Xin	Louise
余颖芳	Yu	Yingfang	Serena
周厚德	Zhou	Huode	HD

Group 3			
何旭浩	He	Xuhao	Holger
解洪隽	Xie	Hongjun	Angel
	Wang	Adam	Adam
沈民	Shen	Min	Min
Group 4			
戴梅桦	Dai	Meihua	Veronica
姚云峰	Yao	Yunfeng	Frank
楼磊	Lou	Lei	Lei
陈菊燕	Chen	Juyan	Leslie

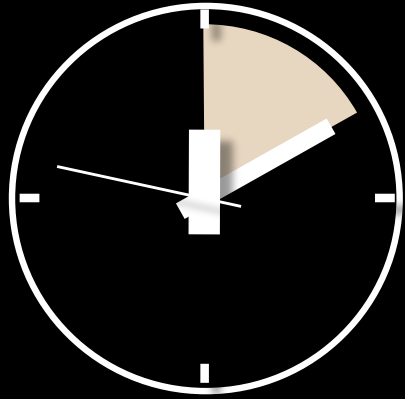
# Diversity in the Workplace – Case Study

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## Group Questions:

- Group 1
  - What is the root cause of the problems that Spencer Owens & Co. is experiencing?
- Group 2
  - Was the diversity and inclusion program at Spencer Owens & Co. a failure? Why/why not?
- Group 3
  - How has leaderships approach to diversifying the workforce influenced the racial dynamics within the firm?
- Group 4
  - How could the issues that arose from the diversity efforts have been avoided?
- Each Group: What are your recommendations to steer the company out of this difficult situation?





**BREAK!**  
10 minutes





# Diversity in the Workplace

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## Session (Day) 1 Wrap-Up

- What makes achieving diversity in the workplace a challenge?
- At the end of the day, is it worth it?

# Inclusion in the Workplace

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## Session (Day) 2 Preview

- Clarify the distinction of diversity vs. inclusion
- Challenges, pitfalls, and methods to create an inclusive environment

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