

Diversity & Inclusion Problems in Modern Organizations

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Abstract

A diverse workforce is the reflection of a changing world and marketplace. Diverse work teams can add high value to the organization. Respecting individual differences will benefit the workplace by creating a competitive edge and increasing work productivity. Diversity management benefits associates by creating a fair and safe environment, where everyone has access to opportunities and challenges. Management tools should be used in a diverse workforce to educate the employees about diversity and inclusion problems and their relevant laws and regulations. Most workplaces are made up of diverse cultures. Therefore, organizations need to learn the ways to adapt to the prevailing environment and be successful.

Keywords: diversity, tolerance, cross-cultural, MNC

Introduction

All personnel have diverse perspectives, work experiences, life styles and culture. Diversity issues can be used to differentiate groups and people from one another. It requires respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. Diversity serves as a source and driver of innovation in business and society. The power of diversity can be fruitfully utilized, if we start respecting and valuing differences.

Inclusion requires, that each person is valued, respected and supported in the organisation. It's necessary to focus on the needs of every individual and ensure that right conditions are in place for each person to achieve his or her full potential. Inclusion should be reflected in an organization's culture, practices and relationships to support a diverse workforce. Diversity is the mix & inclusion helps each person in getting the mix to collaborate at the workplace.

Diversity is not limited to gender diversity alone . In addition to gender

diversity, cultural diversity and an inclusive environment is needed to ensure that the organization becomes progressive and prosperous. The role of human relations department is crucial in implementation of diversity efforts in the organization. Diversity helps in identifying the blind spots in the organization and turning individual perceptions and differences into business value. Many organizations have failed in their diversity efforts, as they could not shift in time from their conventional top down approach, to provide an environment of freedom of expression of individual's thoughts, view points and valuing differences of opinion. Managing diversity is a conscious choice and commitment to value the differences in view points of individuals in the organization.

Background

Successful organizations are sustainably and consistently valuing the differences in view points. They are leveraging these differences by merging the various perspectives to create business value for the organization. Globalization, diversity, outsourcing, and downsizing are some of

the challenging issues, which companies are facing today. Managers must constantly make efforts to improve the organizational dynamics at the workplace and prepare themselves to deal with the behavioral issues and challenging issues. They should try to understand the functioning of group activities, such as fostering creativity, pooling skills, and improving decision-making and performance to understand organizational behavioral problems. They should be able to utilize the challenging issues by leveraging organizational politics or the crossing of other obstacles in a positive way. Modern education system merely equips the students with the skills and information required to earn a livelihood. As a result the standards of morality in society are showing a downward trend that seen hard to reverse.

Managing Diversity

Human relations department has an important role to play in fostering and promoting diversity in the organization. Its key role in managing diversity and leadership is to create and empower an organization's culture, that fosters a respectful inclusive environment, where all employees have an opportunity to learn, grow and contribute to the enhancement of productivity and economic prosperity of the organization. It is imperative to provide a wider base for recruitment of personnel to create a diverse workforce. It is essential to mentor and guide the existing employees to respect the ethos of diversity for working in an inclusive environment, that can engender a win-win situation for all the employees.

It is advisable, to learn to manage and deal effectively with diversity issues and thrive on the rich mosaic of differences in perspectives and viewpoints of employees. Inclusive and diverse work culture needs commitment from the leadership team, which is responsible for providing an inclusive environment & infrastructure for the engagement of the entire workforce and processes to

promote an atmosphere of open communication & dialogue that can overcome all forms of resistance in the organization. A real change is required in attitudes, practices, structure and policies of each and every employee, starting from the top level down to the lowest level to make a success of diversity efforts for creating an inclusive workplace in the organization.

Diverse and Inclusive Workforce

Globalization brings an influx of information from an increasingly diverse workforce. In this fast-changing environment, every situation and context brings its own problems. Only, the highest-performing teams, that can maximize the power of different opinions, perspectives and cultural references, can succeed in the global marketplace.

Diversity parameters include differences of background, education, gender, ethnicity, nationality, and generation, age, working and thinking styles, religious background, sexual orientation, ability and technical skills. Differences can also occur according to service lines, sectors and functions. Inclusiveness requires that we leverage these differences to achieve better business results. It is essential to create an environment, where all personnel feel valued and are able to contribute their personal best in every field.

Research evidence shows, that companies with diverse teams, that are led inclusively, perform better than homogenous teams. Diverse teams are likely to improve the market share and succeed in new markets. Diversity results in stronger collaboration and better employee retention.

Employee Retention

We need to respect and build on the assets and talents of each person. Differences are not limited to ethnic diversity, gender, sexual orientation or physical abilities. Flexible work

environment provides a number of benefits in the organization. Flexible culture also helps the personnel to achieve their career goals and have a fulfilling personal life. Professional networks are being used to provide opportunities for personnel to connect with their clients, communities and organization culture.

It is essential, to ensure that the voices of all personnel are heard and valued. It will help the company to attract, empower and retain the best talent in the organization and deliver better solutions to its clients and the organization. Creating an inclusive workforce, where all differences matter, helps to identify the risks and opportunities, which might otherwise be lost.

Conclusion

Organization behavior analysis helps managers to face squarely and cope with the challenges of diversity, multi-cultural and multi-national workforce employees. These differences cannot be eliminated there is no perfect solution to

organisation problems, but if these problems are handled with due care and diligence, they can be converted into profitable opportunities.

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