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[Business](#), [Management](#)



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 Diversity 4 Bibliography 6 1. Introduction This essay is talking about the

advantage and disadvantage of diverse workforce and the solution of the
 problems during the diversity workforce. Today, the customers are more
 diverse, whether they are group or individual customers. The culture of the
 society also become more diverse so that the workforce need to reflects
 similar demographics. Companies cannot segment their talent from the
 society. Having diverse workforce has its advantages, they can increase
 productivity and increase market share and create a satisfied diverse
 customers by relating people from different background. It also has some
 problems, whether the real respect to others and communication issues. In
 order to solve the problems, the leaders of the company need to do some
 adjustment and make rule to manage these groups of employees. 2.

Advantages of Diverse Workforce 2. 1 Increasing Productivity Diversity
 changes the team dynamics in the work place in order to increase their
 retention and productivity. Employees may come from different countries
 and different races, but everyone in the work team have their equal
 opportunities to share ideas and experiences. The result is positive for the
 organization. Different people get together to solve a problem, bringing
 together the wealth of their various backgrounds. Brainstorm can bring an
 unexpected result that can broaden the target market by the product. A

group of people also with a diversity of skills, different kinds of training and their experiences are the most productivity. Members from the team are able to offer unique contributions. Their value to the team was not based on a variable they could not control, but rather on their abilities.

2. 2 Increasing Market Share and Create a Satisfied Diverse Customer Diverse workforce

increases market share and create a satisfied diverse customer base by relating to people from different background. The company hiring the employees from other country, it also attracts the market of that country. The organization wants to have a new market and they want know what suitable to the customers from different countries, the first step they will do is to hire the employees from that country. It is another way to encourage the employment and use the talent in a reasonable way. The employees know their own country's cultural well and what the customer really wants. They understand the target market and what the organization can serve to the customers. The United States is the typified of diverse workforce, more and more people immigrate to the US to find a job. Diverse workforce propels the United States its status to claim its place and success in the global business world of the 21st century.

3. Disadvantages of Diverse Workforce

3. 1 Real Respect

The organization attracts the talent from different country with different skills and makes them work together, so that can be called the diverse workforce. But during the work, the problems will appear obviously. Not even the different cultural, race, gender and religions, but also age, educational and professional backgrounds, socioeconomic characterizations and any wider or specialized characteristics. These issues lead a question, whether they real respect to each other and these kinds of

prejudice cannot be avoided. The most evident one is the gender. Male workers always think the female workers do not have equal work abilities as them particularly for the pregnant women. The male workers think they cannot think issues with objective reason and their work efficiency is lower than them. Another issue is about the races, such as work in the United States, which is a diverse country with a lot of immigrations. 3. 2

Communication Issues Diversity impacts workplace communication in positive and negative ways. Even English become the general language today. But people from different country have their own pronunciation such as people from some non-speaking English country. Wrong understanding of the ideas and issues will cause the organization and the co-operator decrease the productivities. Spending time with diverse employees can break down communication barriers over the long-term, but first impressions and co-workers' orientation periods can be difficult to control when cultures clash. 4. Recommendations 4. 1 Employee Survey and Making Rules The possibility that problems appeared in the workplace does not know the employees' thoughts well. Leaders can launch a customizable survey and get the feedback from the employees. The result may show how the problem comes, so that the company can make a rule to adjust the problems or restrict the employees' act. If the result shows the diversity problems cannot be solve, the company may be awareness that diversity is not suitable for this company and stop it immediately. Oppositely, the evaluation shows they can adjust the problems in a common way, such as some members really cannot adapt work with other religions or races, company can exchange the member to other groups. If the problem can be solves then the company

should encourage the employees work more efficiently and effectively. 4. 2 Education and Training on Diversity Diversity in the workplace is a new challenge to most companies. To solve the issues that happened in diversity, the most useful way is make them attend the specially training program for diversity. Training needs focus on skills rather than just awareness and it should include experimentation practices that are involving, practical and enjoyable. For leaderships, the training should be included how to create an atmosphere to promote cohesion, build quality performance and prevent discrimination and harassment. Diversities have their own opinions and they always think they are the best in this team. Leadership is a role to decide and distribute the work which fit to each once personalities and characteristics. Discrimination is a most common issue in now days' workplace, especially in the diversity. Leaders should learn how to coordinate the employees to reduce these problems. Analogously, the programs for employees should focus on the building skills to foster quality work relations and customer service with a wide range of people. Leaders should launch a customizable survey for getting the fundamental information of diversity. Then make a pertinence plan for each employee. Such as the language problem, they can attend a cause to promote their English.

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