

# Discussion 5.1

Psychology



Discussion 5 of affiliation Discussion questions Miguel's organization is effective in promoting workforce diversity in terms of gender and race/ethnicity. However, the management of diversity and organizational leadership has failed. With a diverse workforce, the organization should encourage a culture that is sensitive to diversity. Additionally, the management has failed in promoting diversity to encourage acceptance of cultural differences and information sharing. The result is creation of conflict of interest situations that have seen employees misunderstanding each other and promoting hatred. The organization has failed to manage diverse employees' interactions.

By organizing a compulsory sensitive training, the leadership failed in allowing employees to openly criticize each other hence violating confidentiality and privacy. This conflict resolution method was not effective was not ethical as it led employees more humiliated thereby resulting to high turnover.

First, I would not have listened to Cassie's complain alone but would also have invited Kara to give her side of the story (Outtz, 2004). With the opinions of both sides, I would then inform the organization's executives and hold a meeting to address the issue of workforce diversity within the organization. In order to come up with an effective solution, I would then search for the nature of workforce diversity within the organization and require the same from other executives. In the case of Cassie and Kara, race/ethnicity diversity is the problem but there could be other underlying diversity issues amongst other employees (Outtz, 2004). Finally, workforce diversity could be made part of the organizational strategies, trainings done to create awareness and have regular publication or email emphasizing <https://assignbuster.com/discussion-51-essay-samples/>

diversity. I could also ensure that there are means of collecting feedback, clear role taking for each employee, and role modeling from the leaders.

#### References

Outtz, J. L. (2004). The Psychology and Management of Workplace Diversity. *Personal Psychology*, 57(4), 1041-1044.