

Case study annotated bibliography

Business



The Case Study deals with the effectiveness of diversity training at Next Communications, Inc. The case measures the results of increasing diversity awareness to the improvement of employee retention, satisfaction, and productivity. The study helped Next create intangible improvements in the culture and atmosphere. Research Question How does diversity training affect the success of an organization in the 21st century? Annotated Bibliography Achieve, C. 1. , & Wiggeries, J.

Y. (2008). Beyond diversity training: A social infusion for cultural inclusion. *Human Resource Management*, 47(2), 331-350. Retrieved from <http://explore>.

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This editorial from the *Human Resource Management* describes the issues surrounding diversity training and the effect it has on contemporary organizations. The authors' points out the current approaches used to implement diversity programs.

The article also points out the need of creating an inclusive culture by managing for diversity and realizing the benefits from such a labor force. The authors of this article demonstrates the need to have a process of what diversity training can really achieve for an organization and its importance.

This article shows how managing for diversity can be a competitive advantage through the attraction, retention, and leveraging of the unique capacities of a diverse workforce. Ooh, A. I.

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, E. (2013). Managing and ' alumni diversity: Challenges to public managers in the 21 SST century. *Public personnel Management*, 42(2), 107-122. Dot: lo.

1177/0091026013487048 This editorial from Public Personnel management explores the challenges of managing diversity in the public sector. The author points out the need for diversity in organizations and the complexity of the approach.

The author demonstrates how the overall operating plans and strategies for creating an environment where all employees are respected and valued lead to success. The article shows the need for all organizations to capitalize on the benefits of managing and valuing diversity. Opposes, S. , & Russo, R.

(2012). Managing diversity in public organizations. *Global Business & Management Research*, 4(3), 235-247. Retrieved from [http:// explore. Mums. Du/login? URL= http://search.](http:// explore. Mums. Du/login? URL= http://search. Obscenest. Com/login. Asps?)

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