

Using Your Multicultural Skills in the Workplace

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Icebreaker- Round-a-bout

- When you hear the word “diversity” what is the first word that comes to mind?
 - Ready, set, go...



Diversity Quiz- Checkpoint

- In your own words, define diversity.



- What does diversity actually mean to you?

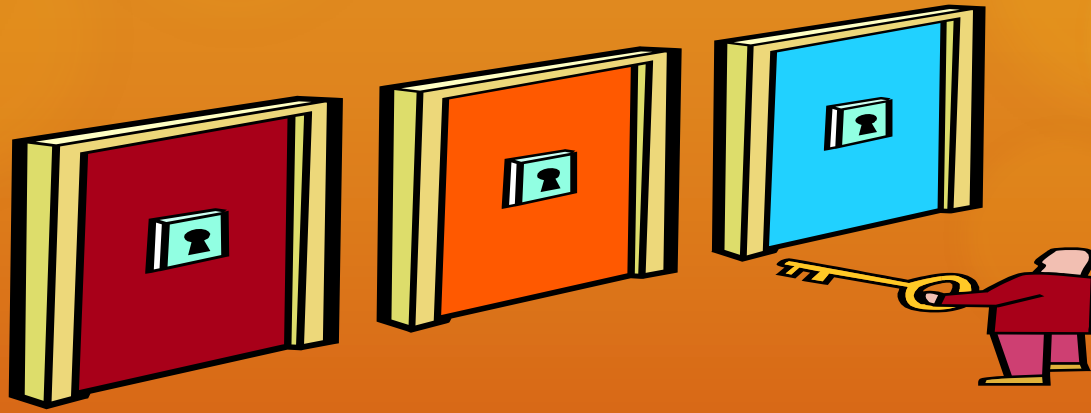
Pretest

- Pre-test Results
- Data from
 - British Council, Ipsos Public Affairs, and Booz Allen Hamilton (2013)
 - Bertrand & Mullainathan (2004)
- Conversation about Results

The Challenge

- You are a member of a hiring committee for ABC Corporation.
- You have been given the task of recommending one applicant to your supervisor to bring in for an interview.
- You have five (5) applicants in the applicant pool, and you need to make a decision today.





The Decision

Are Emily and Greg more Employable than Lakisha and Jamal?

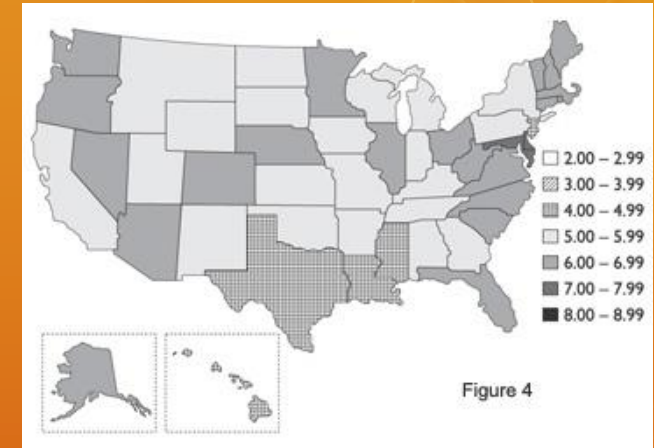


[Hiring Disparities Video Clip](#)

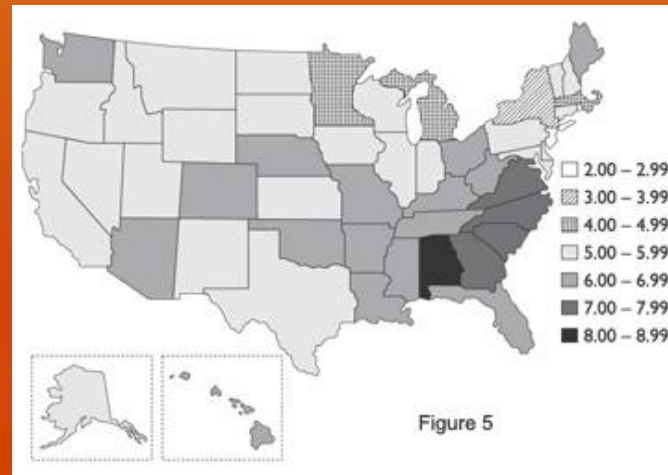
Accents, Code-Switching, and Employment

- Prestige vs. non-prestige
 - Regional accents
 - Solidarity with home community
 - Socio-economic accents

Regional Accents



Regional
Dialects



"Perceived"
Correctness

Perceived
Pleasantness

Solidarity

- Using intonation, slang, idioms, to be a member of the prestige group
- Double negatives
- Ain't

Sociolinguistic variations

- Less input

- “don’t put a fork in the electrical outlet because you’ll get shocked by electricity.”

- “Don’t do that!” Why? “Because I said so.”

- Jargon

- Milk

Top Skills Employers Are Looking For

- Verbal/ Written Communication
 - Able to express your companies ideas clearly, confidently and appropriately in verbal and written form.
- Teamwork
 - Can confidently and adequately work within a group
- Flexibility
 - Adapt successfully to changing situations and environments
- Developing Professionalism
 - Cares about the quality of their work. Supports and empowers others

Top Skills Employers Are Looking For Contd.

- Interpersonal Sensitivity
 - Recognizes and respects different perspectives. Open to the ideas and views of others.
- Continuous Learner
 - Continues to learn throughout life. Develops the competencies needed for current and future roles.
- Self-Awareness
 - Awareness of achievements, abilities, values, and weaknesses
- Global Skills
 - Appreciation of other cultures
- Leadership
 - Able to motivate and direct others.

Questions to Consider

- Where do you get information about individuals and groups related to race, gender, socioeconomic class, and other social or cultural identities?
- What is your role as a student in challenging stereotypes or providing understanding of diversity issues?
- Describe an instance where diversity among peers and/or co-workers either positively or negatively influenced you.
- How will you transfer what you have learned about diversity and multiculturalism to the workforce?

Questions?



Post Assessment and Presenter/Program Evaluation

References

Bertrand, M., & Mullainathan, S. (2004). Are Emily and Greg more employable than Lakisha and Jamal? A field experiment on labor market discrimination. *The American Economic Review*, 94(4), 991-1013

British Council, Ipsos Public Affairs, and Booz Allen Hamilton. (2013). *Culture at Work: The value of intercultural skills in the workplace*. Retrieved from <http://www.britishcouncil.org/sites/default/files/documents/culture-at-work-research.pdf>

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