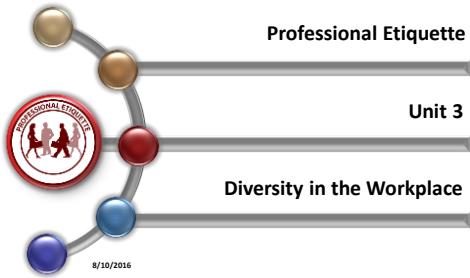




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1

Requirements & Outcomes



- **Time Required:**
 - This unit should take approximately 1 hour to complete.
- **Learning Outcomes:**
 - Upon successful completion of this unit, you will be able to:
 - Define the phrase diversity in the workplace.
 - Describe how cultural diversity affects the workplace.
 - Identify common cultural differences, taboos, and customs that may be practiced in the workplace.
 - Discuss ways to navigate and honor cultural differences in the workplace.
 - Describe how to express an appropriate awareness of international and other customs.

2

Diversity in the Workplace Video

- "[Diversity: Professional Etiquette - Professional Development 104](#)" by [The Saylor Foundation](#) is licensed under [CC BY 3.0](https://creativecommons.org/licenses/by/3.0/)
- Full URL:

3

Diversity in the Workplace Introduction



The workplace is made up of unique individuals who embody various cultures, attitudes, and philosophies. You may have heard the phrase, "two heads are better than one," and diversity can indeed add value to a company due to the benefits gained from additional perspectives and talents. In recent years, diversity in the workplace has grown to be an important and valued issue within corporate culture. However, diversity is not without its challenges, because the relationship between individual values and workplace culture can be complex.

Miscommunication and insensitivity may occur when employees are unaware of colleagues' or clients' customs. Mastering professional etiquette includes gaining an understanding of the various cultural norms in your own work environment. In the third and final unit of this course, you will discover the impact of diversity in the workplace and study the importance of practicing cultural awareness. You also will identify resources for learning about different cultural practices and taboos in order to avoid any insensitivity.

4

Section 3.1 Diversity and Cultural Awareness in the Workplace



- In this section you will learn about the following topics:
 - Intercultural Communication
 - Common Cultural Characteristics

5

3.1 Diversity and Cultural Awareness in the Workplace

3.1 Reading Assignment:

- Reading these sections should take approximately 30 minutes.
- ***External Links:** *Business Communication for Success, v. 1.0:*
- ["Chapter 18: Intercultural and International Business Communication"](#)
- **Full URL:** <http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-3.1.pdf>
- **Instructions:** Click on the link above to access Professor McLean's online textbook, and read Sections 18.1 through 18.3 in their entirety to learn more about cultural awareness and diversity in the workplace.

6

Section 3.2 The Impact of Diversity in the Workplace

- In this section you will learn about the following topics:
 - 3.2.1 Awareness of International and Other Customs
 - 3.2.2 Resources for Learning about Cultural Taboos and Practices

7

3.2.1 Awareness of International and Other Customs

3.2.1 Reading Assignment:

- Reading this section should take approximately 15 minutes.
- ***External Link:** [Business Communication for Success, v. 1.0: "Chapter 18: Intercultural and International Business Communication – Section 18.5: International Communication and the Global Marketplace"](#) (PDF)
- **Full URL:** <http://www.saylor.org/site/wp-content/uploads/2012/10/PRDV104-3.2.1.pdf>
- **Instructions:** Please click on the link above to access Professor McLean's online textbook, and read "Section 18.5: International Communication and the Global Marketplace" in its entirety.

8

3.2.2 Resources for Learning about Cultural Taboos and Practices

Reading Assignment 3: Learning about Cultural Taboos and Practices

- Reading this article should take approximately 15 minutes.
- ***External Link:** [Executive Planet's "Essential Business Culture Guides for the International Traveler"](#) (HTML)
- **Full URL:** http://executiveplanet.com/index.php?title=Main_Page#Guidelines_for_business_etiquette
- **Instructions:** Click on the link above to access Executive Planet's guides to business culture in various countries. When you click on a particular country, you will have access to helpful information about the selected country, including the language, government, safety issues, proper dress, entertaining, etc. Select three countries to investigate. You may want to bookmark this website for a starting point in approaching any future international business trips.

9

Credits



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10
