

# ORGANIZATIONAL CULTURE AND DIVERSITY

**MGT213**

MANAGEMENT PRACTICES AND  
ORGANIZATIONAL BEHAVIOR

Topic 10 | Week 10

BBA Program | Summer **2025**



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## TOPICS TO LEARN

- Organizational Culture
- Multiculturalism
- Diversity and Multiculturalism in Organizations
- Challenges in Managing Diversity
- Tools and Strategies for Managing Diversity
- How Does Culture Survive in Organizations?

## ORGANIZATIONAL CULTURE

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**Organizational culture** is the set of values, beliefs, behaviors, customs, and attitudes that helps the members of the organization understand what it stands for, how it does things, and what it considers important.

# ORGANIZATIONAL CULTURE

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# ORGANIZATIONAL CULTURE

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## The Importance of Organizational Culture

Culture determines the “**feel**” of the organization.



**Microsoft**



**Bank of America**



**Southwest Airlines**

## ORGANIZATIONAL CULTURE

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### Determinants of Organizational Culture

- ❑ Typically, culture develops and blossoms over a long period of time.
- ❑ Its starting point is often the **organization's founder**.
- ❑ **Corporate success** and **shared experiences** also shape culture.

## MULTICULTURALISM

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When the people comprising an organization represent different national cultures, their differences in values, beliefs, behaviors, customs, and attitudes pose unique opportunities and challenges for managers. These broad issues are generally referred to as **multiculturalism**.

## HOME COUNTRY CULTURE VS HOST COUNTRY CULTURE

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**Home country culture** refers to the cultural norms, values, beliefs, and practices of an individual's or organization's country of origin.

**Example:** In Bangladesh, business interactions often begin with exchanging pleasantries and offering tea as a sign of hospitality. Respect for hierarchy is important, and decisions are typically made by senior management. Building personal relationships and trust is also crucial in Bangladeshi business culture.

## HOME COUNTRY CULTURE VS HOST COUNTRY CULTURE

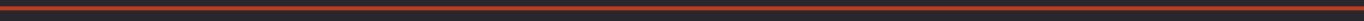
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**Host country culture** refers to the cultural norms, values, beliefs, and practices of the country where an individual or organization operates or resides.

**Example:** In Brazil, building personal relationships and networking are highly valued in business settings.

In Japan, business meetings often begin with exchanging business cards and bowing as a sign of respect.

# WAYS TO DEAL WITH CROSS-CULTURAL CLASHES



**Cultural Training**

**Cross-Cultural Communication**

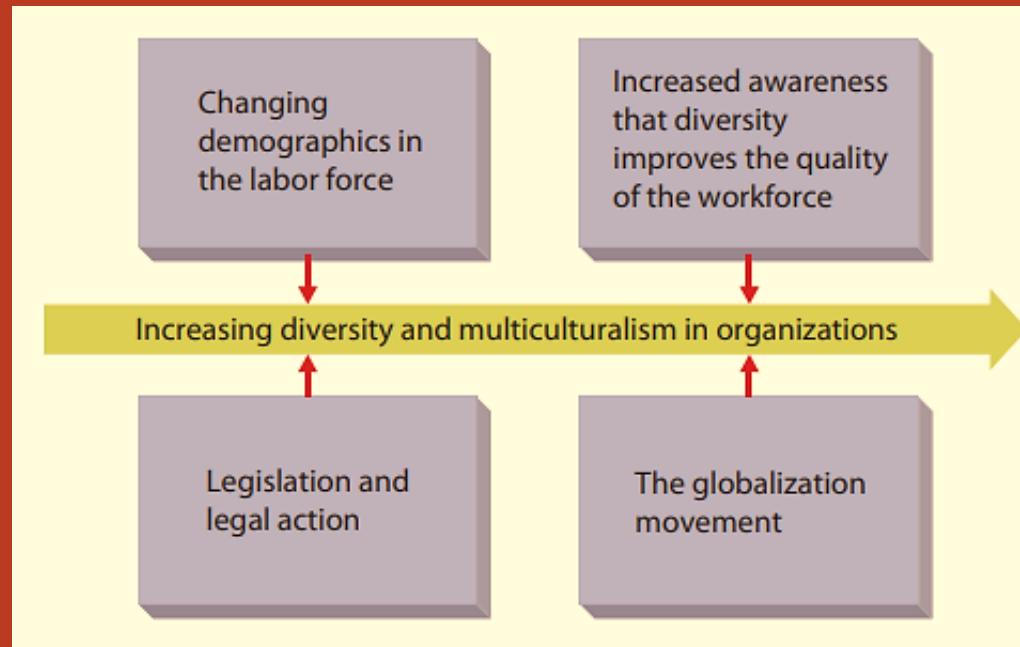
**Adaptation Strategies**

**Cultural Sensitivity**

**Conflict Resolution Mechanisms**

# DIVERSITY AND MULTICULTURALISM IN ORGANIZATIONS

**Figure 6.1** Reasons for Increasing Diversity and Multiculturalism



# DIVERSITY AND MULTICULTURALISM IN ORGANIZATIONS

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## Dimensions of Diversity and Multiculturalism

**Age Distributions**

**Gender**

**Ethnicity**

**Other Dimensions of Diversity**

## CHALLENGES IN MANAGING DIVERSITY

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## CHALLENGES IN MANAGING DIVERSITY

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# BIAS

**Bias** is a term that describes a tendency or preference toward a particular perspective or ideology. It's generally seen as a "one-sided" perspective.

# STEREOTYPING

**Stereotyping** is judging a person on the basis of one's perception of a group to which he or she belongs. For instance, "married persons are more stable employees than single persons" is an example of stereotyping.

# STEREOTYPING

- Students attending English medium schools are often stereotyped as being disconnected from Bengali culture, less patriotic, elitist, and overly westernized.
- People from Sylhet are sometimes stereotyped as being overly focused on migration to the UK, sometimes referred to as "Londonis".

# DISCRIMINATION

**Discrimination** happens when people act out their prejudicial attitudes toward people who are the targets of their prejudice.

# DISCRIMINATION

Discriminatory  
policies or  
practices

Sexual  
harassment

Intimidation

Mockery and  
insults

Exclusion

Incivility

# GLASS CEILING

**Glass ceiling** refers to the metaphorical barrier that prevents women from advancing to higher levels in their careers due to deeply ingrained gender stereotypes

# SEXUAL HARASSMENT

**Sexual harassment** is defined as any unwanted activity of a sexual nature that affects an individual's employment and creates a hostile work environment. The U.S. Supreme Court helped to clarify this definition by adding a key test for determining whether sexual harassment has occurred—when comments or behavior in a work environment “would reasonably be perceived, and [are] perceived, as hostile or abusive.”

# SEXUAL HARASSMENT

## Overt Forms of Sexual Harassment

Unwanted Physical Touching

Recurring Requests  
for Dates When It Is  
Made Clear the  
Person Isn't  
Interested

Coercive Threats That  
a Person Will Lose His  
or Her Job for  
Refusing a Sexual  
Proposition

# SEXUAL HARASSMENT

## Subtle Forms of Sexual Harassment

Unwanted Looks  
Or Comments

Off-Color Jokes

Sexual Artifacts  
Like Pinups Posted  
in the Workplace

Misinterpretations  
of Where the Line  
Between Being  
Friendly Ends and  
Harassment  
Begins

# TOOLS AND STRATEGIES FOR MANAGING DIVERSITY



## INDIVIDUAL STRATEGIES

- Understanding
- Empathy
- Tolerance
- Willingness to Communicate

## ORGANIZATIONAL APPROACHES

- Organizational Policies
- Organizational Practices
- Diversity in Groups
- Diversity and Multicultural Training

# HOW DOES CULTURE SURVIVE IN ORGANIZATIONS?

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**Leadership  
Influence**

**Employee  
Onboarding  
and Training**

**Rituals and  
Ceremonies**

**Open  
Communication  
Channels**

**Recognition  
and Rewards**

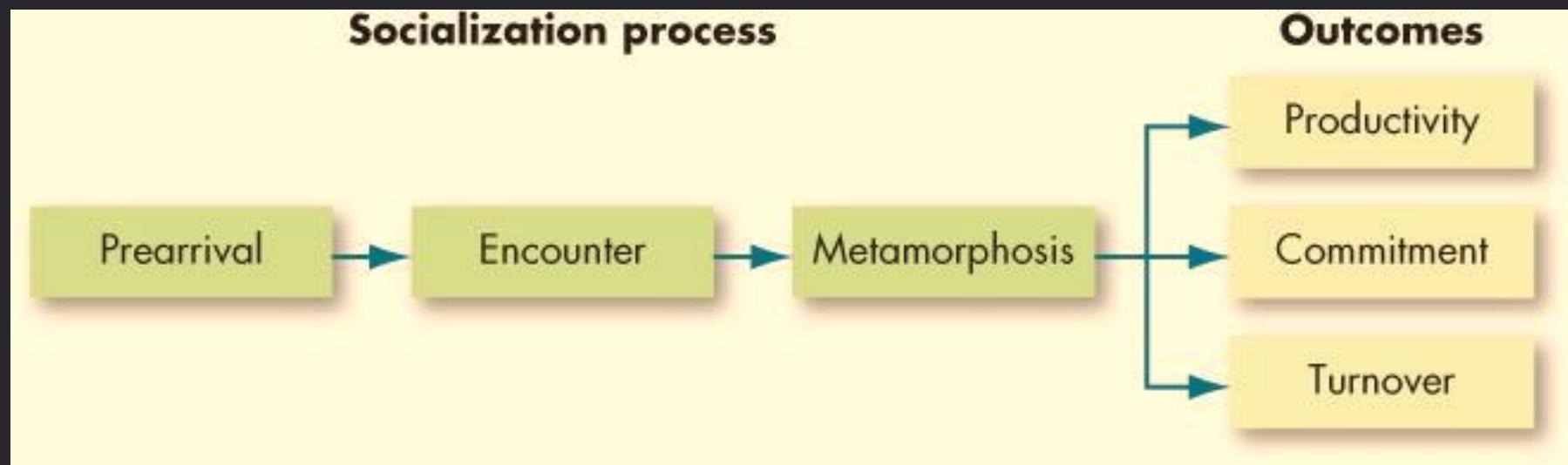
**Adaptability to  
Change**

**Employee  
Empowerment**

**Continuous  
Learning and  
Improvement**

# HOW DOES CULTURE SURVIVE IN ORGANIZATIONS?

## The Socialization Model



# THANK YOU



## CONSULTATION HOURS

**Sunday and Tuesday**

12:20 PM - 2:35 PM

**Monday and Wednesday**

10:50 AM - 2:35 PM



## COMMUNICATION

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