

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

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



ORGANIZATIONAL CULTURE

The Importance of Organizational Culture

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



Microsoft



Bank of America



Southwest Airlines

ORGANIZATIONAL CULTURE

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

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

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

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

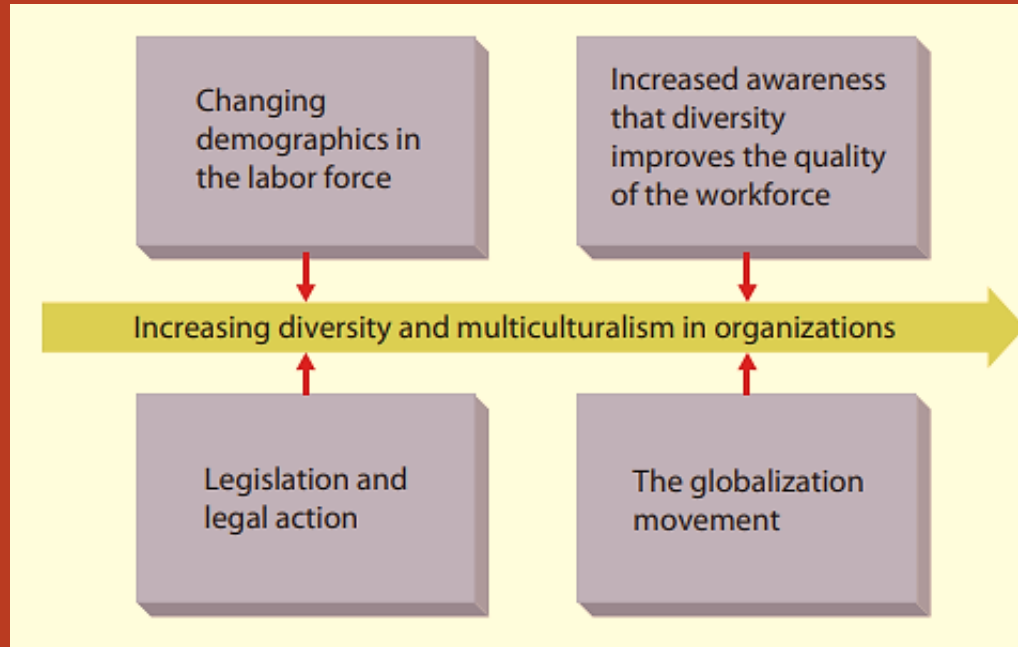
Adaptation Strategies

Cultural Sensitivity

Conflict Resolution Mechanisms

DIVERSITY AND MULTICULTURALISM IN ORGANIZATIONS

Figure 6.1 Reasons for Increasing Diversity and Multiculturalism



DIVERSITY AND MULTICULTURALISM IN ORGANIZATIONS

Dimensions of Diversity and Multiculturalism

Age Distributions

Gender

Ethnicity

Other Dimensions of Diversity

CHALLENGES IN MANAGING DIVERSITY



CHALLENGES IN MANAGING DIVERSITY



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CHALLENGES IN MANAGING DIVERSITY



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?

**Leadership
Influence**

**Employee
Onboarding
and Training**

**Rituals and
Ceremonies**

**Open
Communication
Channels**

**Recognition
and Rewards**

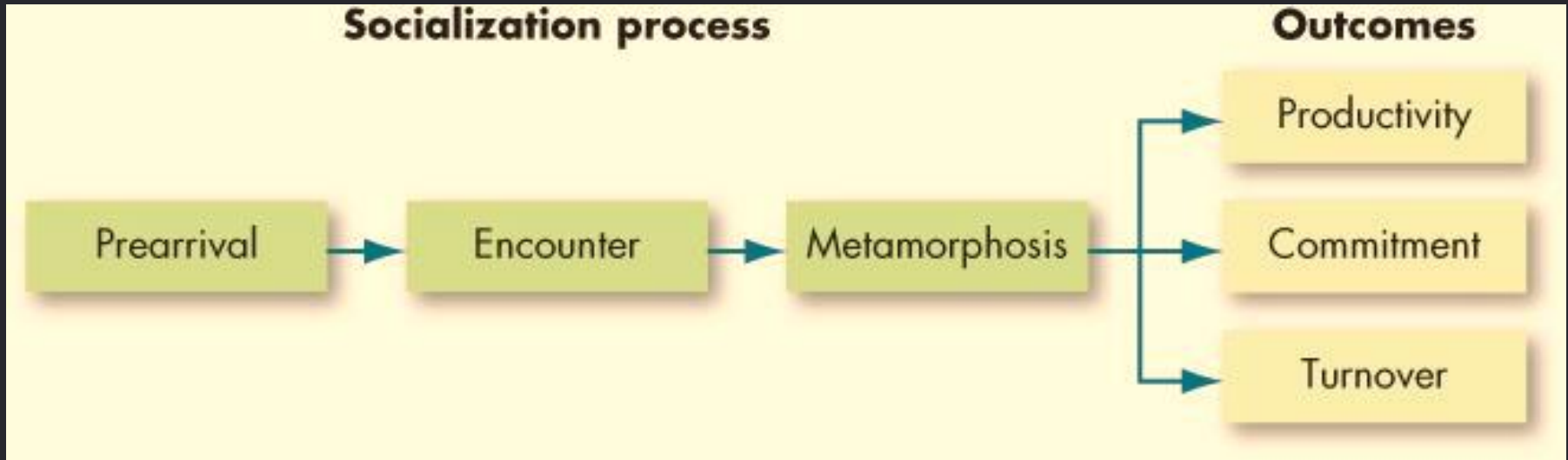
**Adaptability to
Change**

**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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