

ORGANIZATIONAL BEHAVIOUR





LEARNING JOURNAL UNIT 2

BUS 4402-01 ORGANIZATIONAL BEHAVIOR - AY2025-T1



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TITLE: NAVIGATING ETHICAL AND CULTURAL DIFFERENCES IN THE WORKPLACE:

INTRODUCTION:

I now realize that different cultures and organizations can have quite varied ethical standards. This insight has made me think about how I would respond if there was conflict in the workplace due to ethical and cultural issues. I will examine a situation involving discrimination and cultural insensitivity in this learning diary post, and I will also describe how I plan to handle these problems as a future manager.

CASE SCENARIO:

Imagine that I am assigned to a work center where the front desk staff often cracks jokes about other cultures and beliefs that are offensive to them. Although they see their actions as harmless fun, the back-office personnel are greatly distressed by them, to the point where several are thinking about leaving. In this case, as a manager, I would do the following actions:

ASSESS THE SITUATION:

I would first collect details regarding the occurrences and actions that are raising red flags. I would have conversations with both teams' members to fully grasp the problem's extent and how it affects worker's morale and output.

EDUCATION AND AWARENESS:

All staff members would be required to attend mandatory diversity and inclusion training sessions, which would emphasize cultural sensitivity and the value of fostering a respectful work environment. These meetings would try to raise awareness of the harmful and detrimental effects



that jokes, even when they seem innocent, can have on individuals and team dynamics (Mor Barak, 2016).



CLEAR COMMUNICATION OF EXPECTATIONS:

I would clearly communicate that discriminatory behavior and cultural insensitivity are not acceptable in the workplace. This message would be reinforced through updated company policies and regular reminders in team meetings.

INDIVIDUAL CONVERSATIONS:

I would speak one-on-one with the front desk staff members who are primarily to blame for the issue. The goal of these talks would be to assist them in comprehending the effects of their actions and the possible repercussions should they persist in them.

ENCOURAGE OPEN DIALOGUE:

To promote empathy and understanding among all staff members, I would provide avenues for candid communication between the front and back-office teams. Activities for team building that honor diversity and improve intercultural understanding may fall under this category.

IMPLEMENT A REPORTING SYSTEM:

To allow staff members to raise concerns about discriminatory behavior without worrying about facing consequences, I would set up a private reporting mechanism. This would enable me to keep an eye on workplace culture and respond to problems quickly.

LEAD BY EXAMPLE:

In my capacity as a manager, I would constantly set an example of inclusivity and show that prejudice and cultural insensitivity are unacceptable.



MONITOR PROGRESS AND FOLLOW UP:

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I would follow up with both teams on a regular basis to evaluate the success of these interventions and make any required modifications.

This strategy's justification stems from studies on workplace diversity management. Research indicates that increasing workplace harmony and productivity can result from resolving cultural and ethical disparities through structural reforms, education, and clear communication (Roberson, 2019).

Moreover, it is not only morally required but also legally required in many places to take swift action against discrimination and cultural insensitivity. If these problems are not resolved, the company may be sued in the future and face reputational harm (Mor Barak, 2016).

CONCLUSION:

Managing ethical and cultural disparities at work is a difficult task that calls for a diversified strategy. I understand how crucial it is to foster an inclusive workplace where all staff members feel appreciated and respected as prospective managers. I think it is feasible to shift the culture of a workplace from one of division to one of unity and mutual respect by combining education, clear communication, and systemic improvements. My dedication to becoming a moral leader who proactively handles issues of cultural sensitivity in the workplace has been strengthened by this experience.



REFERENCES:

Mor Barak, M. E. (2016). Managing diversity: Toward a globally inclusive workplace. Sage Publications.

Roberson, Q. M. (2019). Diversity in the workplace: A review, synthesis, and future research agenda. *Annual Review of Organizational Psychology and Organizational Behavior*, 6, 69-88

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