

Diversity and its importance in the multicultural work environments and communication barriers

MEMORANDUM

Date: December 11, 2022
To: Catherine Euston
From: Antonio Mendes
Subject: Multicultural Research

Introduction

This investigative report will show some important research about diversity in the workplace and how companies try to accommodate all these new changes and make adaptations that will allow for a better work communication environment.

The report will provide some up-to-date information regarding how people deal with diversity, how they see others dealing with it and what ideas they think would help improving communication and understanding of the multicultural workplace.

Purpose

The purpose of this paper is to enlighten people about multicultural workplace and how to better understand it. Multicultural environments come with lots of advantages but also some drawbacks, which poses the question, what can we do to improve communication in the workplace.

Data Collection

Here you will see some subtopics of the paper and how they are organized. The secondary research data starts here. First subject will be about an article that does research on colleges in the United States about diversity and the positive impact that diversity brings to students that experience it.

We will then use a business communication article which is in part the core of how most studies started to try and improve barriers in the multicultural workplace.

For my last secondary source, we will present an article that talks about multicultural communication in the workplace only, with no other subjects attached.

Lastly, we will see how multicultural workplace is seen by students, and this will be also the first data source, after weeks of data gathering on a form. We will share these results and they will show what people think are some ideas that can help overcome barriers.

Preview and organization

We will try to explain the objective of this paper with all the secondary data gathered, with research done in three articles and some extra data done by Canada statistics and primary data source. When we look at the direction that many companies in the world are taking, and not just companies, people all over the world

is looking for adventure or just something different and travelling to other countries to experience their culture, this is a thing nowadays. And this creates multicultural areas.

The workplace is no different, with all this news changes happening companies need to adapt. But this research focus into maybe looking a bit more in the early stages of the multicultural workplace, what can we do at collage level to better prepare people for a better understanding of the multicultural workplace and with that increase the communication level across the multicultural universe

Findings

According to Vance et al. (2022) colleges across the United States are in fact more diverse, and with that comes a better understanding of cultural awareness. The paper says it's at the younger ages that the exposure to diversity, being informal: just your day to day in school sharing experience with different cultures or being formal: when students learn about it in classes is more important.

Being ready to accept diversity is also very important, it leads to higher cultural awareness and improve intercultural relationships. The articles then says that college education should "facilitate positive engagement in formal diversity related classes and trainings, and quality of diversity experiences" (Vance et al., 2022, p.127). Also important are some ideas given by the article, "For example, holding an event outside at the center of campus (rather than in a building) may foster the engagement of students passing by, while also communicating a culture of inclusivity and fostering openness to diversity on campus" (Vance et al., 2022, p.128). This article also mentions that there are some limitations related to this study, majority of the participants where female and the author says the data should be taken with caution, also the fact that it's a online survey means that the participants may follow social guidelines and not give honest feedback. The article ends by letting the reader know that more research needs to be done to better understand the relationship between exposure to diversity, on campus training and what will come out of it.

Moving on to another secondary research source, Alexa (2021) suggests that students have the most problems with cultural differences and language barriers when it comes to business communication. This does not mean it is a problem within the company but more when it comes to international business. Covid-19 really did a number on the way people did business and all this adaptation that companies had to do in terms of doing business so they could survive the pandemic, created a lot of new business overseas, making cultural awareness and language competence a most to communicate efficiently. The article mentions the importance of learning through English courses to better one is skills to overcome language barriers. This is done through a variety of courses, that will approach hard skills and soft skills. Hard skills will then touch subject like "Foreign Language Competence" (Alexa, 2021, p. 8) with some of the focus being "with a lot of the business communication (both spoken and written) now happening through online platforms, it is more important than ever to choose your words carefully in a foreign language so that misunderstandings are avoided" (Alexa, 2021, p. 9) For soft skills one of the topics is "Intercultural Competence, Business Etiquette and Ethics" (Alexa, 2021, p. 10) that the article touches topics like the "importance of cultural awareness, intercultural competence and cross-cultural communication" (Alexa, 2021, p. 10).

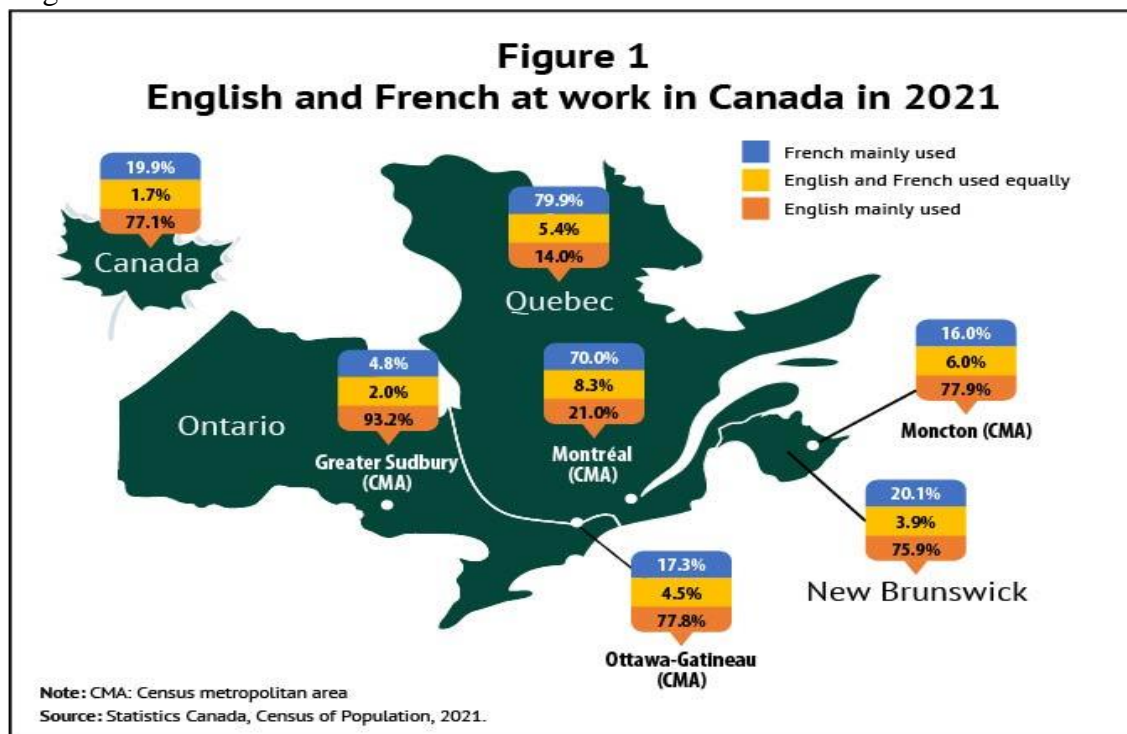
For the last secondary research article, we will be using Ganapathi (2019) and it start with a little explanation about culture, how it started and how people from different cultures have different points and view. Also gives a very interesting and yet accurate description "It is the feature and understanding of a collection of individuals different by background, religion, race, social factors, language, religion, habits, and food" (Ganapathi, 2019, p. 40). Article gives a good point of view to reader about how employees and employers see the workplace and try to get both sides to understand

better the barriers that both have so we come up with strategies to improve communication in the workplace.

The article reflects deeply about all the things that make the multicultural workplace, from factors like antiquity to assumptions and beliefs. And that to explain that all companies need to adapt their own way of creating the multicultural workplace so they can be successful. Also, important and suggested by this article is how companies should embrace diversity. In this new era of doing business having a diverse workplace will make a company stronger with a better future in terms of growth and stability. Diversity brings more options in terms of communication and a wider range of problem-solving skills for upcoming new challenges.

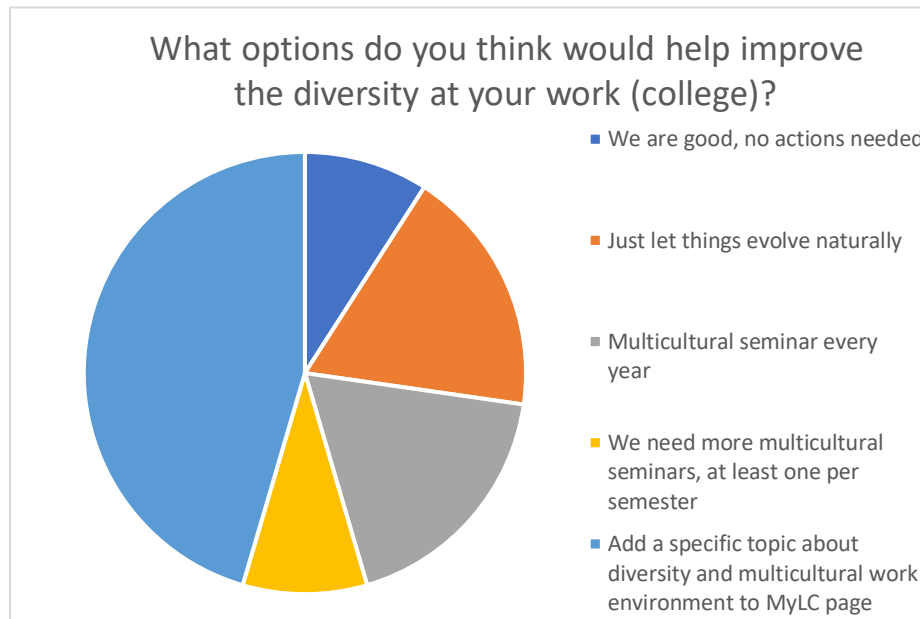
For last research source, we will be using data from Canada Stats website, a picture will show what are the most common language talk around Canada, where French and English are the main language of communication.

Figure 1
English and French at Work in Canada in 2021



Note. Reprinted under the public domain.

And finally for the primary source, data was gathered from a survey at the Lethbridge College. We will show the one most relevant question for this investigative report on a pie chart. As we can see by the chart most students would like to have a specific topic about diversity and multicultural environment on the college MyLC webpage. (A. Mendes, APA survey, November 28, 2021).



Conclusions

After reading through this paper, we realized that yes, we are doing some things at company level to train employees to be better suited to deal with the multicultural workplace, either within the company and country as well as overseas. But we can do better, we can actively and passively improve the way we deal with diversity at younger ages, making these young adults more fit and aware of cultural differences and language barriers making the new multicultural workplace communication problems a thing of the past.

Figure Credits

Figure 1: From “Speaking of work: Languages of work across Canada,” by L. Cornelissen, 2022, Statistics Canada, p. 4,
(https://www12.statcan.gc.ca/censusrecensement/alternative_alternatif.cfm?t=98-200-X2021010&k=750&l=eng&loc=/census-recensement/2021/as-sa/98-200-x/2021010/98-200-x2021010-eng.pdf). In the public domain.

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