

# Chapter 11

## Workplace Diversity and Inclusion

# Definitions (1 of 2)

- Health disparities
- Diversity
- Compositional diversity
- Intersectionality
- Representation
- Cultural competence
- Cultural awareness

# Definitions (2 of 2)

- Cultural knowledge
- Cultural skill
- Cultural encounter
- Cultural humility
- Structural and institutional inequities

# Creating Diversity and Inclusion in the Workplace

- Selection Attention
- Confirmation Bias
- Commitment Confirmation
- Diagnosis Bias
- Pattern Recognition
- Value Attribution
- Anchoring Bias
- Group Think

# Valuing and Leveraging Diversity

- Racial and ethnic minority employees
- LGBT employees
- Divers-ability
- Politics
- Language diversity
- Health and Health care
- Communication style
- Generational Diversity

# Baby Boomers

- Born 1946-1964
- Second largest generation in workforce
- More participative/less authoritarian workforce
- Medicare
- Chronic conditions

# Generation X

- Born 1965-1980
- Aversion to authority
- Balanced life
- Latchkey kids

# Millennials

- Born 1981-1996
- Youngest and largest group in workforce
- Technology focused
- Most demographically diverse generation
- Multi-taskers
- Do-gooders
- Work to live



# Gen Z

- Born 1997-2012
- Just entering workforce
- Most racially and ethnically diverse
- Technology and the internet
- Communicate and interact via social media

# Current Issues and Trends

- Strategies for Creating and Maintaining Workplace Diversity
  - The pipeline
  - Outreach and recruitment
  - Retention and promotion

# Question #1

Ethnocentrism:

- A. Is a conscious decision.
- B. Is easy to prevent.
- C. Is characterized by active listening.
- D. Is belief that one's own culture is right.