dcm THE LEARNING EXPERTS

Member Events

Soft Skills

Harmony in Diversity

About Me

Industry Experience

Finance   Technology   Education   Public Sector   Private Sector

Qualifications

▶ LL.B. ,Trinity College Dublin

▶ Chartered Accountant (FCA)

▶ Accredited Life and Business Coach (IAPC&M)

▶ Distinction QQI Level 6 Train the Trainer

Charlotte Rose Keating

DCM Trainer

Objectives

Understanding Cultural Diversity

Celebrating Differences

Understanding and Appreciating Cultures

Building Inclusive Spaces

Understanding Cultural Diversity

What is culture?

Culture encompasses language, ideas, beliefs, knowledge, skills, norms, values, customs, institutions and rituals shared by a group of people

Comes from the Latin *colere*- "to til, to cultivate, to care for, an honouring"

Shapes how people experience their world, make decisions, relate to others
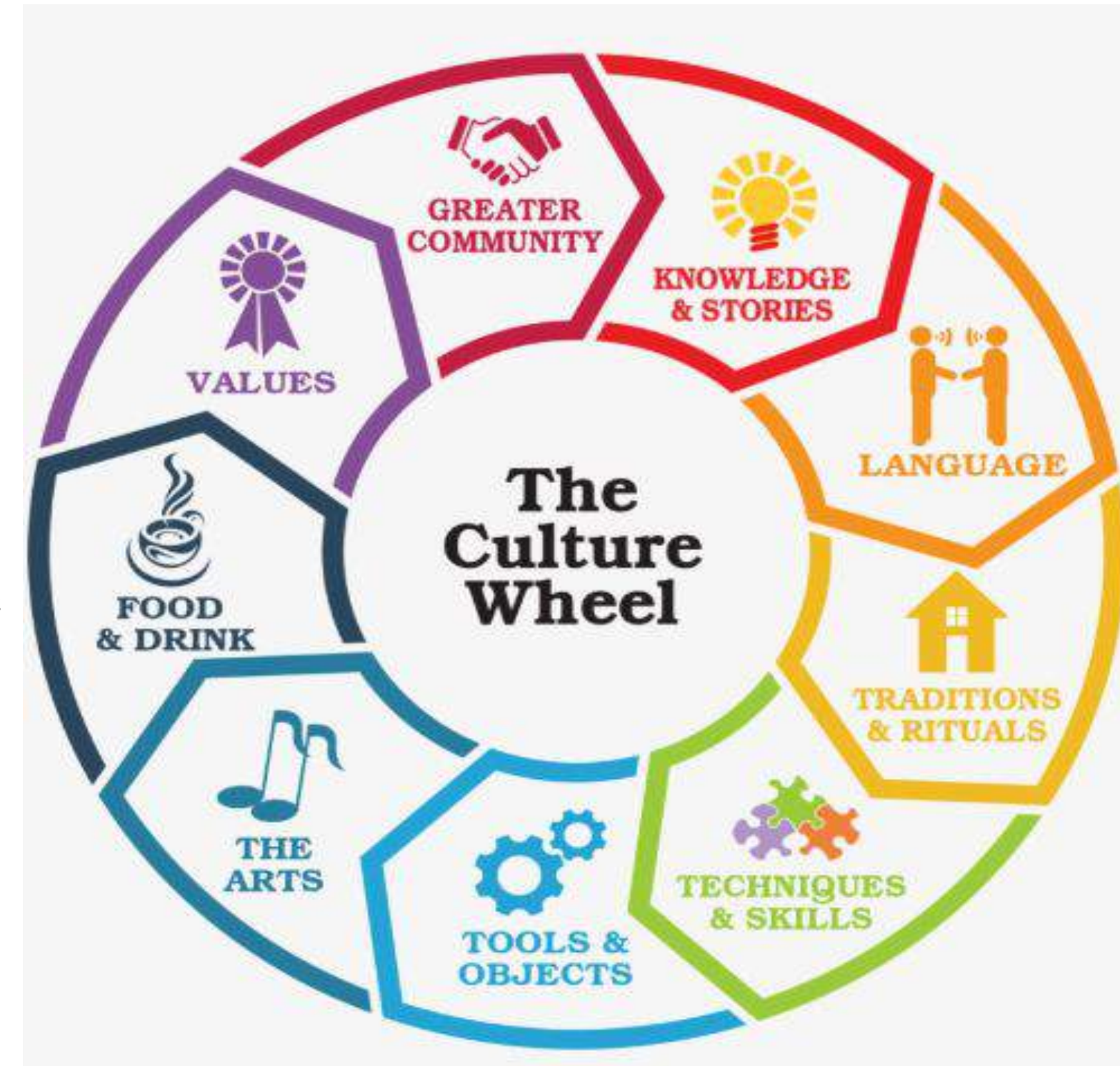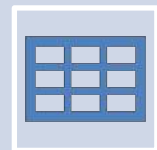
Understanding Cultural Diversity

Elements of Culture

- **Learned**
- **Symbolic**
- **Shared**
- **Integrated**
- **Dynamic**

Understanding Cultural Diversity

Importance of recognising and respecting cultural differences

Cultural diversity:

The presence of a variety of cultural groups within a society, organisation or community

It encompasses:

- Acknowledging the vast array of cultures that exist
- Honouring the differences among us
- Recognising the validity of all cultural expressions
- Appreciating the unique contributions of various cultures
- Empowering diverse communities to participate fully
- Embracing and celebrating diversity rather than merely tolerating it
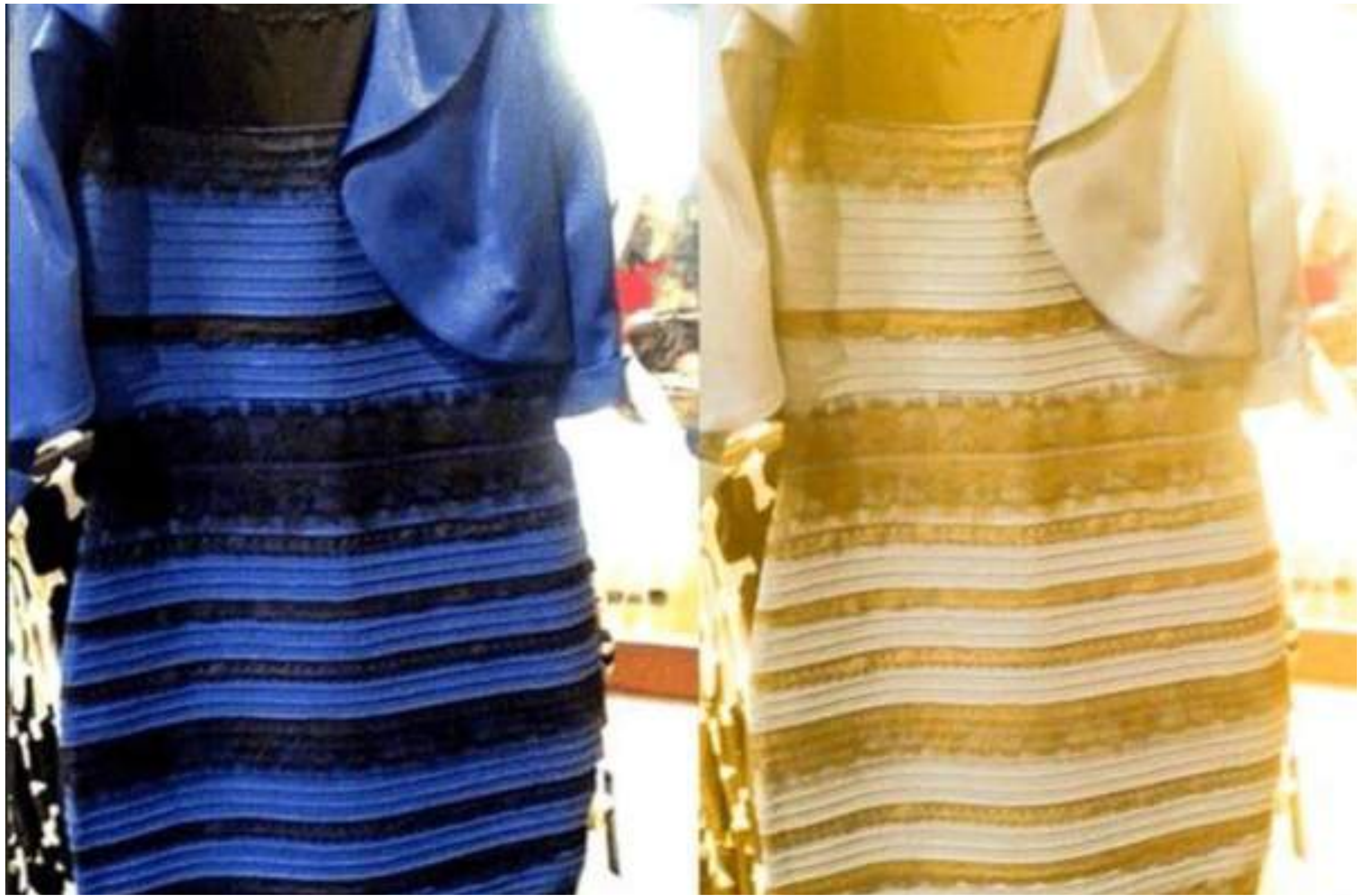
Understanding Cultural Diversity

Inherent & Acquired Diversity

As used at John Hopkins University

Understanding Cultural Diversity

Common misconceptions

❌ Diversity is just about gender and race

❌ Diversity, equity and inclusion all mean the same thing

❌ Diversity = Division

❌ Individuals are responsible for educating others

❌ Training is all you need

❌ Exposure = Knowledge

❌ It's okay to be colourblind to support equality

❌ It's not our fault if diverse talent is not applying

Some Interesting Stats!

Did you know...

Stats

7000 languages are spoken globally

Diverse teams teams outperform homogenous teams up to **35%** in terms of revenue

76% of job seekers consider workplace diversity an important factor

83% of millennials are actively engaged when they believe their organisation fosters an inclusive culture

Diverse organisations are **1.7 times** more likely to be innovation leaders in their market

12% of the population of Ireland is made up of non-Irish citizens

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Celebrating Differences

The richness diversity brings!

Cultural exchange

Social cohesion and harmony

Fresh ideas and perspectives

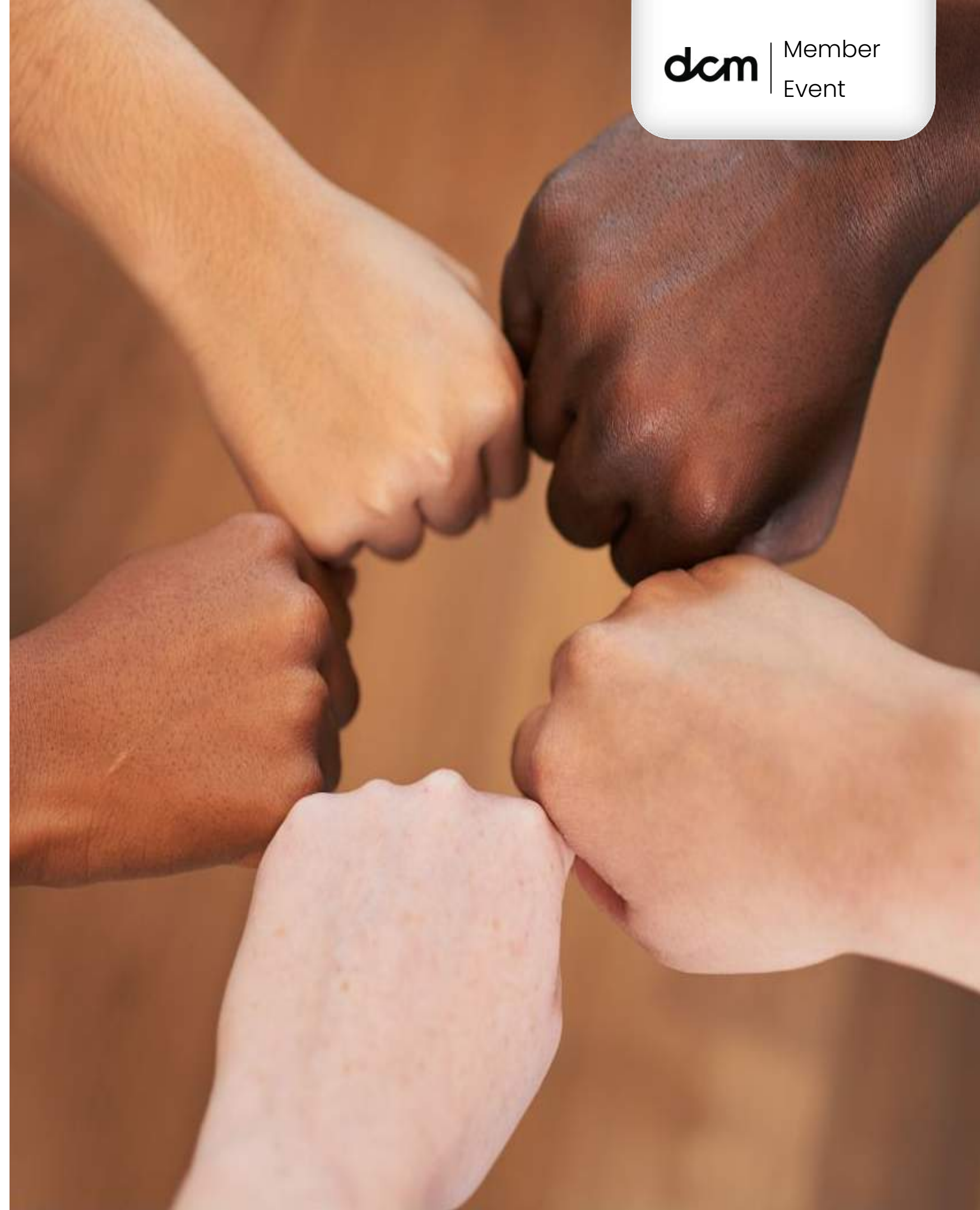Innovation and creativity

Decreased group think

Broader range of skills and knowledge

Improved decision making and resilience

Increased employee engagement and retention

Economic growth and prosperity

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Celebrating Differences

Successful multicultural collaborations

NASA's International Space Station (ISS)

International Sporting Events (Olympics, Paralympics, FIFA World Cups)

Global Health Initiatives (Doctors Without Borders, World Health Organisation)

CPEC- Pak China Economic Corridor

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Understanding and Appreciating Cultures

Cultural Appreciation

The recognition and respect for the values, traditions, customs and aesthetics of different cultures.

Distinct from **cultural appropriation**, which is:

"The unacknowledged or inappropriate adoption of the practices, customs, or aesthetics of one social or ethnic group by members of another (typically dominant) community or society"
– Oxford English Dictionary, 2017

When appreciating other cultures, let's make sure we're doing it right:
- To learn
- Gain understanding
- Show honour and value

Understanding and Appreciating Cultures

Cultural Appreciation

Cultural differences may include:

Communication style (eye contact, gestures, direct/indirect speech, preferred communication methods)

Perspectives on hierarchy and authority

Dress, dining, gift-giving etiquette

Cultural attitudes towards time

Understanding and Appreciating Cultures

Cultural Competence

Ability to effectively interact and communicate with individuals from different cultural backgrounds.

As well as being knowledgeable about and respectful of the cultural norms and practices of others, it involves understanding your own:

- Cultural identity
- Worldview
- Biases

Understanding and Appreciating Cultures
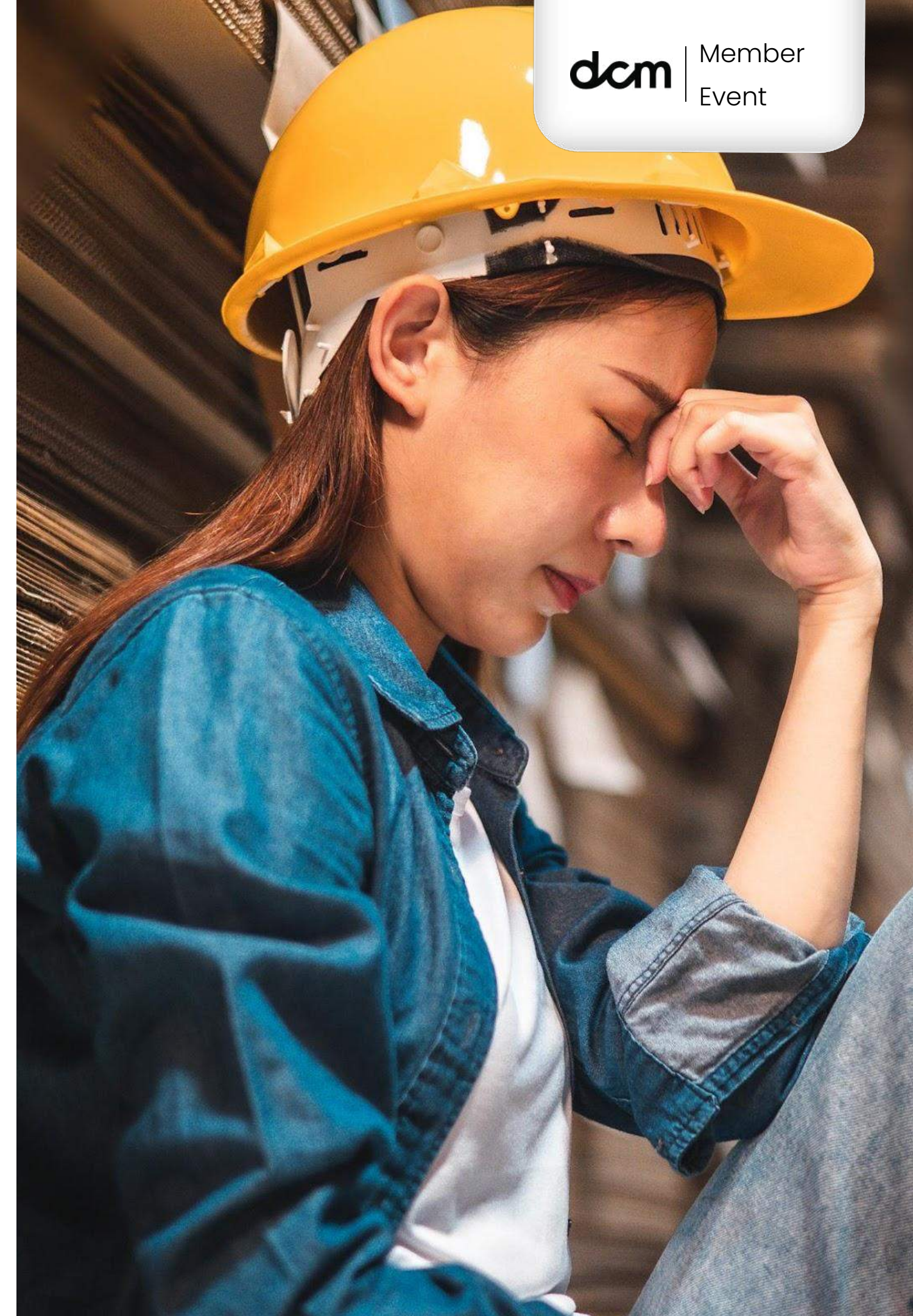
Cultural Competence

Bias refers to a systematic and predictable distortion of information, often influenced by personal beliefs, attitudes, stereotypes or experiences

It can affect how people perceive, interpret and make decisions about the world around them.

An inclination or preference that may lead to unfair treatment

May be unconscious

Recognising and addressing bias is crucial to ensure fairness and inclusivity and prevent discrimination

Understanding and Appreciating Cultures

Cultural Intelligence "CQ"

CQ measures how well we are able to work with diverse groups of people

It goes beyond cultural competence

About functioning effectively in culturally diverse environments

Being able to adapt and thrive in unfamiliar cultural settings

Includes cognitive, emotional and behavioural aspects

High CQ results in:
- Greater ability to navigate complex cultural dynamics
- Build rapport across cultural boundaries
- Achieve positive outcomes in multicultural interactions

Take a test online to measure yours!
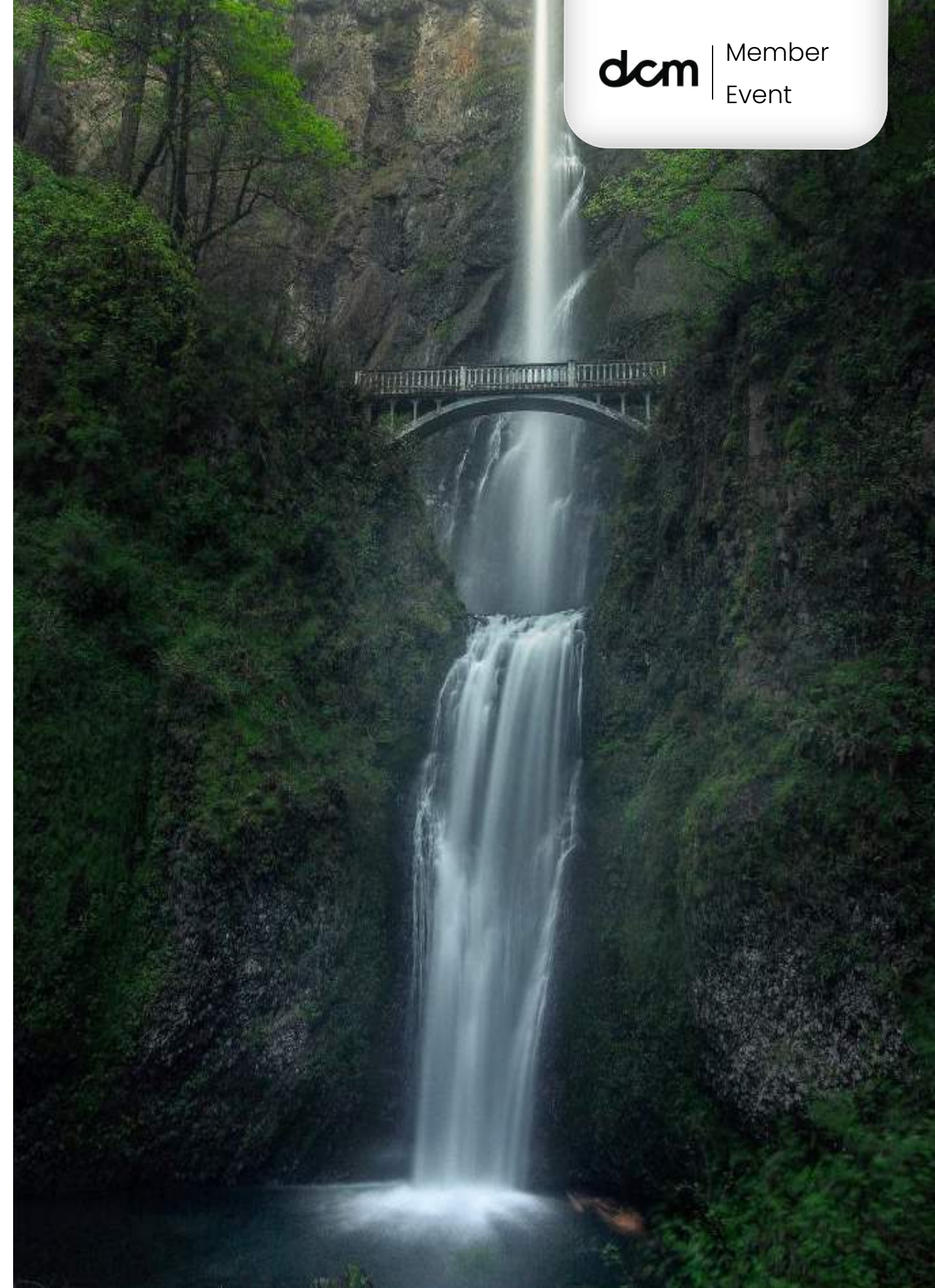
Understanding and Appreciating Cultures

Harmony in Diversity

Qinghai, a multi-ethnic province in central west China

- Home to a mosaic of ethnic groups
- Cultural tolerance and cultural sharing= peaceful existence in the same social space

Japanese Garden, Portland, Oregon, USA

- A symbol of cultural exchange and understanding

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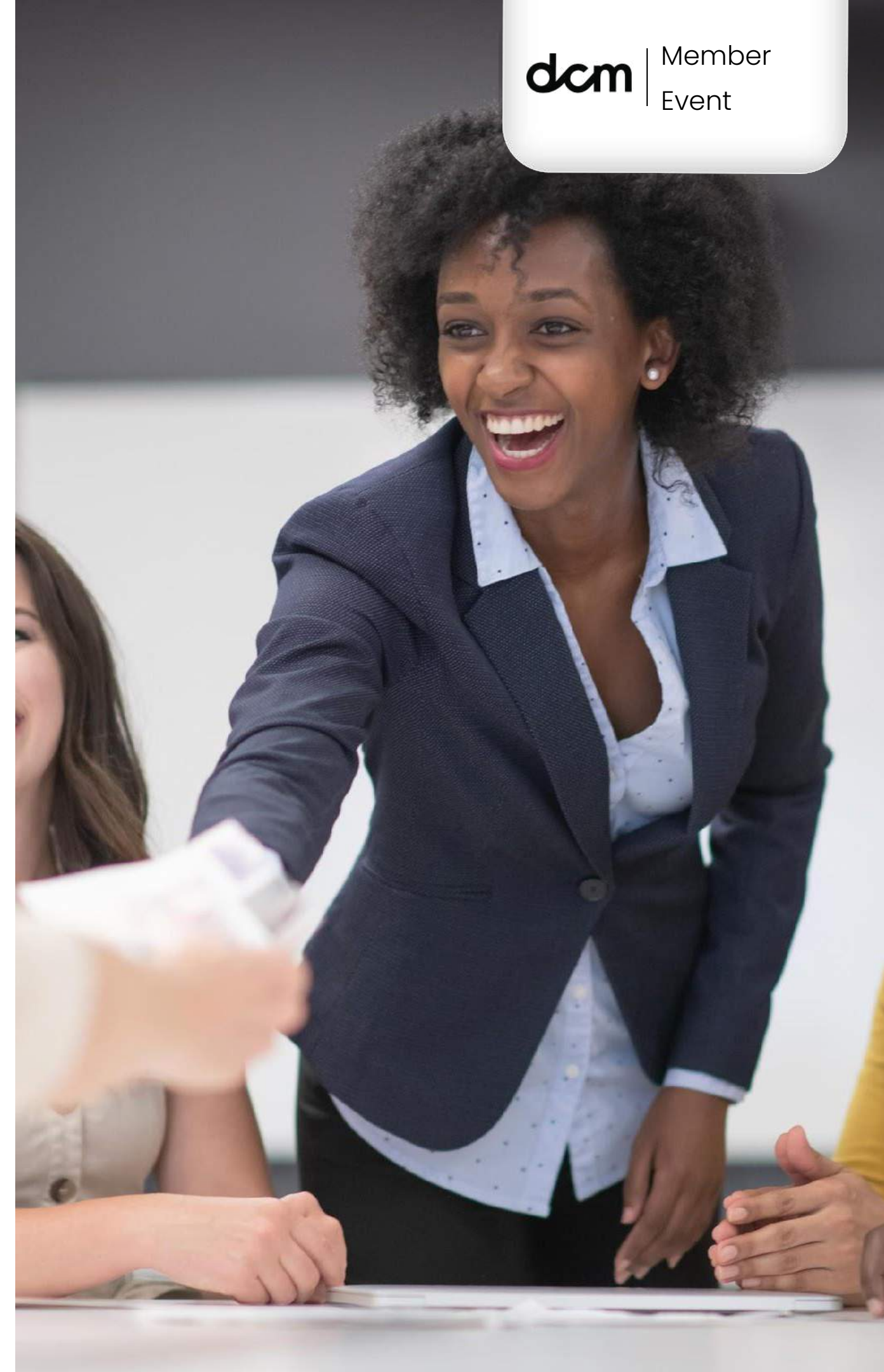
Building Inclusive Spaces

Creating Inclusive Environments

What is an inclusive environment?

Why is building an inclusive environment important?

Case Study 1 : The City of Clarksburg- significant steps have been taken towards building an inclusive community.

Case Study 2: Airbnb- faced criticism for the lack of diversity and has since implemented various initiatives to promote cultural diversity and inclusion

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Building Inclusive Spaces

Creating Inclusive Environments

An inclusive environment:

- Upholds the highest legal and moral standards to ensure complete access, equity, and respect for every individual.

- Continuously strives to break down discriminatory barriers.

- Encourages active participation of all members as allies in fostering positive change.

- Adopts an inclusive approach to decision-making.

- Embraces diversity as a strength rather than a source of threat.

- Stays vigilant and promptly addresses any racist incidents that arise.

Building Inclusive Spaces

Creating Inclusive Environments

What can I do?

- Educate yourself
- Challenge your biases and stereotypes (Harvard Implicit Association Test)
- Promote diversity
- Be an ally
- Listen and empathise
- Collaborate
- Create safe spaces
- Support inclusive policies and initiatives
- Volunteer and get involved
- Speak up
- Build relationships
- Lead by example

make a difference

Building Inclusive Spaces

Creating Inclusive Environments

What can teams and organisations do?

FOCUS GROUPS

CONFIDENTIAL CONVERSATIONS

LEADERSHIP ACCOUNTABILITY

FOSTER BELONGING

COMMMUNICATE RESULTS & PLANS

ENSURE REPRESENTATION

FAIRNESS & TRANSPARENCY

TACKLE BIAS & MICRO-AGRESSIONS

"

Our ability to reach unity in diversity will be the beauty and the test of our civilisation.

Mahatma Gandhi

Q&A