

Presentation Notes

Cultural Diversity in the Workplace

Slide 1



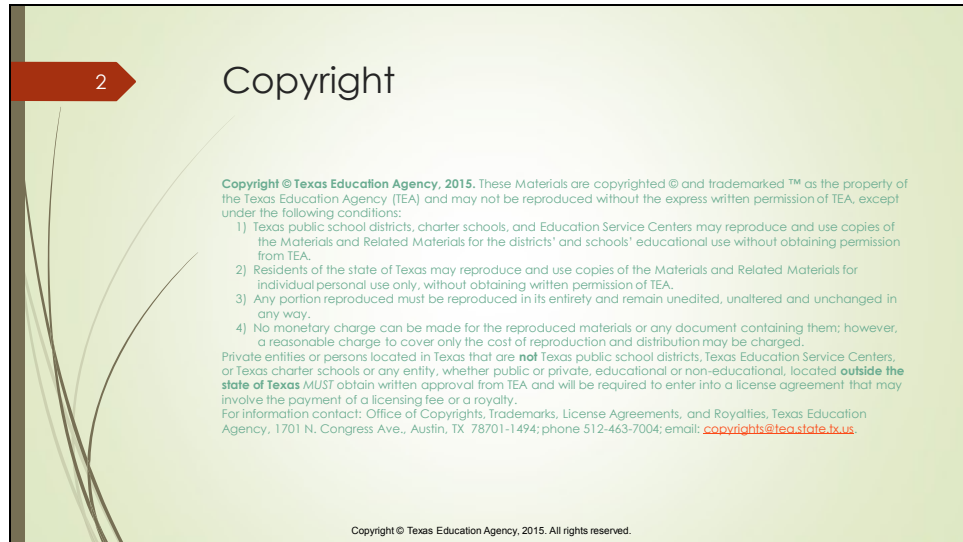
Cultural Diversity in the Workplace

Travel and Tourism Management

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Culture



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Culture is the behaviors, beliefs, opinions and feelings of a particular social, ethnic or age group.

What is your cultural background?

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Cultural Diversity



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Cultural diversity refers to differences among people because of their racial or ethnic backgrounds, language, dress and traditions.

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Travelers

- Ages
- Culture
- Disabilities
- Religion
- Special help



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People who travel come from all over the world.

They represent all ages, cultures and religions.

Some may have disabilities or require special help.

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Employees

- ▶ Come from different countries with varied:
 - ▶ Abilities
 - ▶ Interests
 - ▶ Languages
 - ▶ Levels of education
 - ▶ Religions



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Employees in the travel and tourism industry come from many different countries and vary in abilities, interests, languages, education and religions.

They also vary in age from young people to older adults.

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Workplace

- ▶ Working together as a team includes:
 - ▶ Ability to work with others
 - ▶ Commitment to the team
 - ▶ Cooperation



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To be successful on the job, teamwork is essential.

The ability to work with others includes being pleasant, understanding and respectful.

Commitment to the team means that you will fulfill your obligations and do your part of the work.

Cooperating with other workers to get the job is vital in the travel and tourism industry.

Being to get along with everyone will make the job easier.

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Issues

- Communication
- Discrimination
- Prejudice
- Sexual harassment

DISCRIMINATION

RACISM
INTOLERANCE
REJECTION
DIFFERENCE
UNFAIRNESS
INJUSTICE
PREJUDICE
CULTURAL
SEXISM

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Some issues may arise from a diverse workforce such as:

- Communication – a language barrier may exist
- Discrimination – the unjust or prejudicial treatment of different people or things, especially on the grounds of race, age or gender
- Prejudice – an unfair feeling of dislike for a person or group because of race, sex, religion or gender
- Sexual harassment – unwelcome sexual advances, requests for sexual favors and other verbal or physical harassment of a sexual nature

The human resources office has training programs that will help with these issues.

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The screenshot shows the homepage of the U.S. Equal Employment Opportunity Commission (EEOC). At the top, the text "Equal Opportunity Employment Commission" is underlined in orange, with "(click on link)" below it. The main header features the EEOC logo and the text "U.S. Equal Employment Opportunity Commission" on a dark blue background with an American flag. A search bar is visible on the right. Below the header is a navigation menu with links: Home, About EEOC, Employees & Applicants, Employers, Federal Agencies, and Contact Us. The main content area displays a slide titled "Retaliation: Considerations for Federal Agency Managers" with the EEOC logo on the left. The slide text reads: "Retaliation is the most frequently alleged basis of discrimination in the federal sector. As EEOC works to address this issue, you can help." A "Learn More" button is located at the bottom right of the slide. A small number "9" is visible in an orange arrow on the left side of the slide. At the bottom of the slide, there is a copyright notice: "Copyright © Texas Education Agency, 2015. All rights reserved." and a note: "(image from website)".

The EEOC federal agency can assist with those issues if problems are not resolved.

U.S. Equal Employment Opportunity Commission

Responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

<http://www.eeoc.gov/>

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Breaking Ground for Justice and Opportunity; EEOC

(click on link)

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(Image from video)

Click on hyperlink to view video:

Breaking Ground for Justice and Opportunity; EEOC

The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

Most employers with at least 15 employees are covered by EEOC laws (20 employees in age discrimination cases). Most labor unions and employment agencies are also covered.

The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.

<https://youtu.be/ejLMGs30Aag>

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What does this quote mean to you?

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Let's Review!

1. Define culture.
2. What is cultural diversity?
3. What types of people travel?
4. Where do employees in the travel and tourism industry come from?
5. What is teamwork?
6. What types of issues can arise from a diverse workforce?
7. What does EEOC stand for?
8. What does the federal agency do?

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Answers to the questions are found within the slide presentation or may vary with class discussion.

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Questions?

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References and Resources

Images:

- Shutterstock™ images. Photos obtained with subscription.

Textbooks:

- Mancini, M. (2013). Access: *Introduction to travel and tourism*. Clifton Park, NY: Cengage Learning.
- Reynolds, J. S. & Chase, D. M. (2014). *Hospitality services*. Tinley-Park, Illinois: The Goodheart-Willcox Company.

Websites:

- U.S. Equal Employment Opportunity Commission
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<http://www.eeoc.gov/>

YouTube™:

- Breaking Ground for Justice and Opportunity; EEOC
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The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.
<https://youtu.be/ej1MGs30Aqg>

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