



Diversity and Conflict in the Workplace

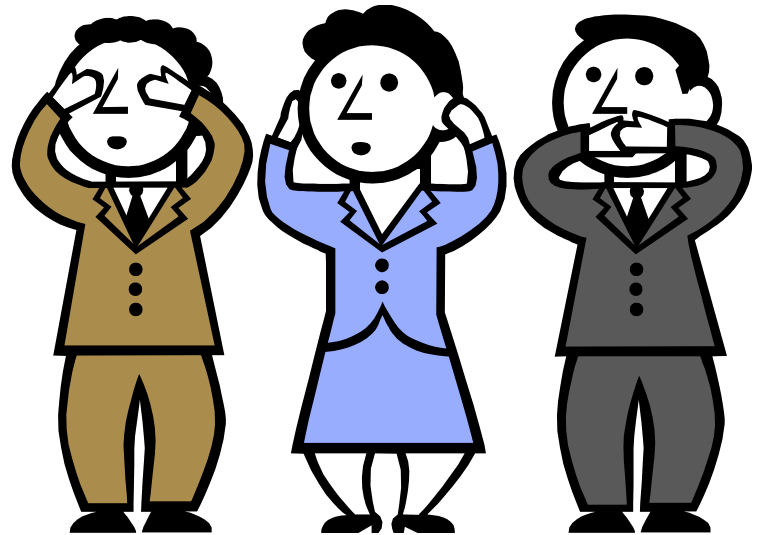
*Leadership
Techniques* LLC



Why Discuss Diversity?

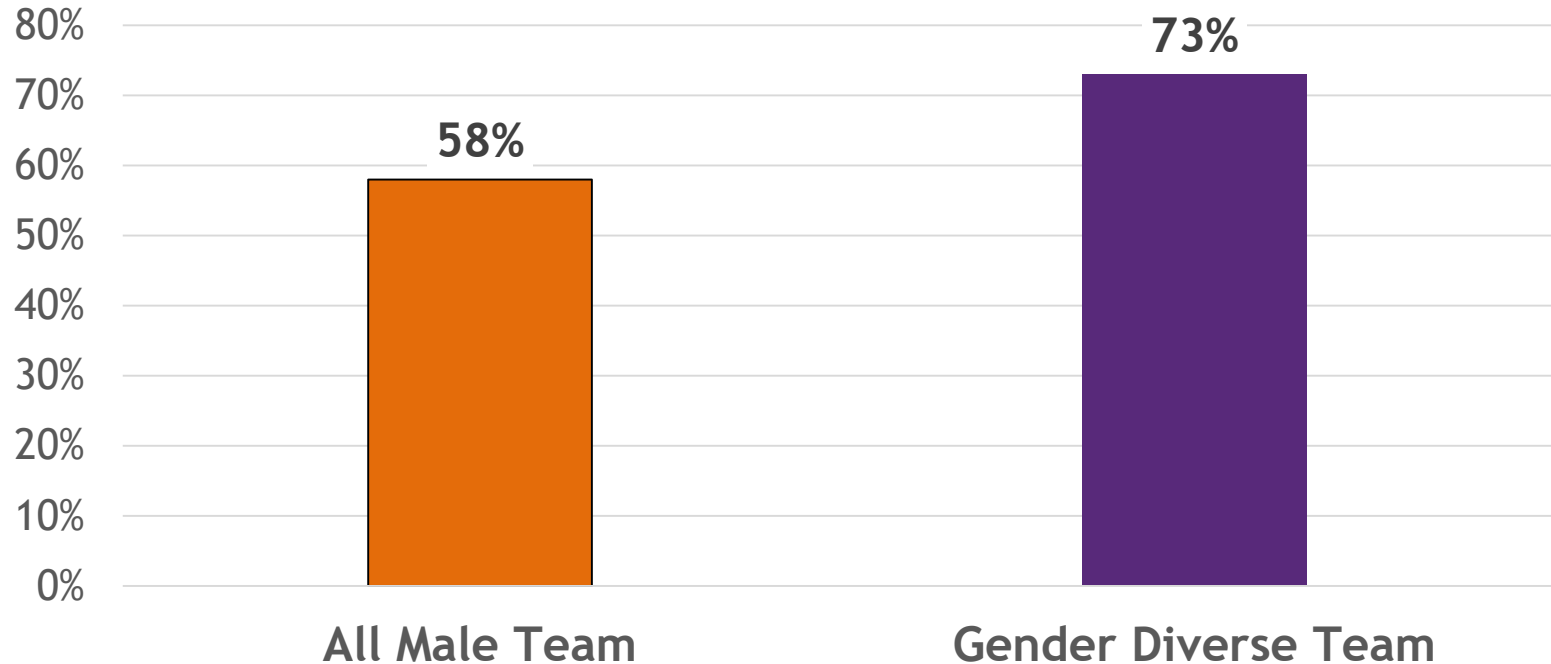
“The only thing necessary for the triumph of evil is for good men to do nothing.”

- *Edmund Burke*



If Decision Making Matters

Business Decision Making



*Diversity + Inclusion = Better Decision Making at Work:
Forbes Research 2017*

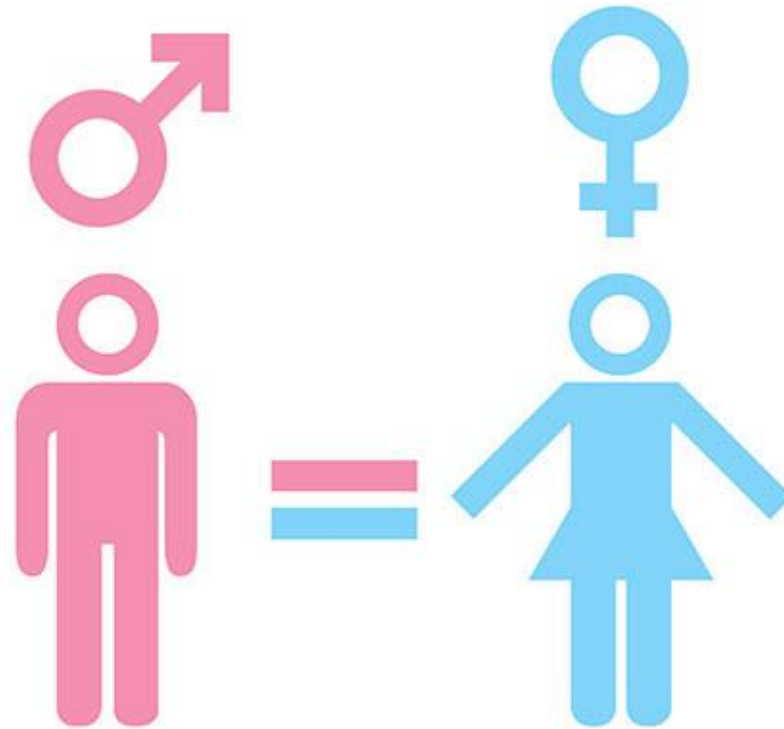
If Performance Matters

“Companies that were gender-balanced could improve revenue by an incredible 41% as compared to their competitors without a balanced workforce.”

*Employee Diversity Increases Organizational Performance,
People Development Magazine, 2016.*

Gender Diversity Matters

When it is normative!



Age Diversity

- Older workers
 - Conscientious
 - Less absenteeism
 - Social skills
- Younger workers
 - Fresh perspective
 - Adaptable and agile
 - Technologically savvy and adoptive



“The children now love luxury. They have bad manners, contempt for authority; they disrespect everyone and don’t want to work”

(paraphrased)

Socrates

469 – 399 BC



Cultural Diversity

- Stereotypes
- Languages
- Practices



Diversity Based Conflict

- Provide employee training
- Empower departments
- Communicate the process



What We Can Do

Pro-Active Approach

- What **MUST** we do?
- What **SHOULD** we do?
- What **COULD** we do?





We All Have Biases

Human Nature?

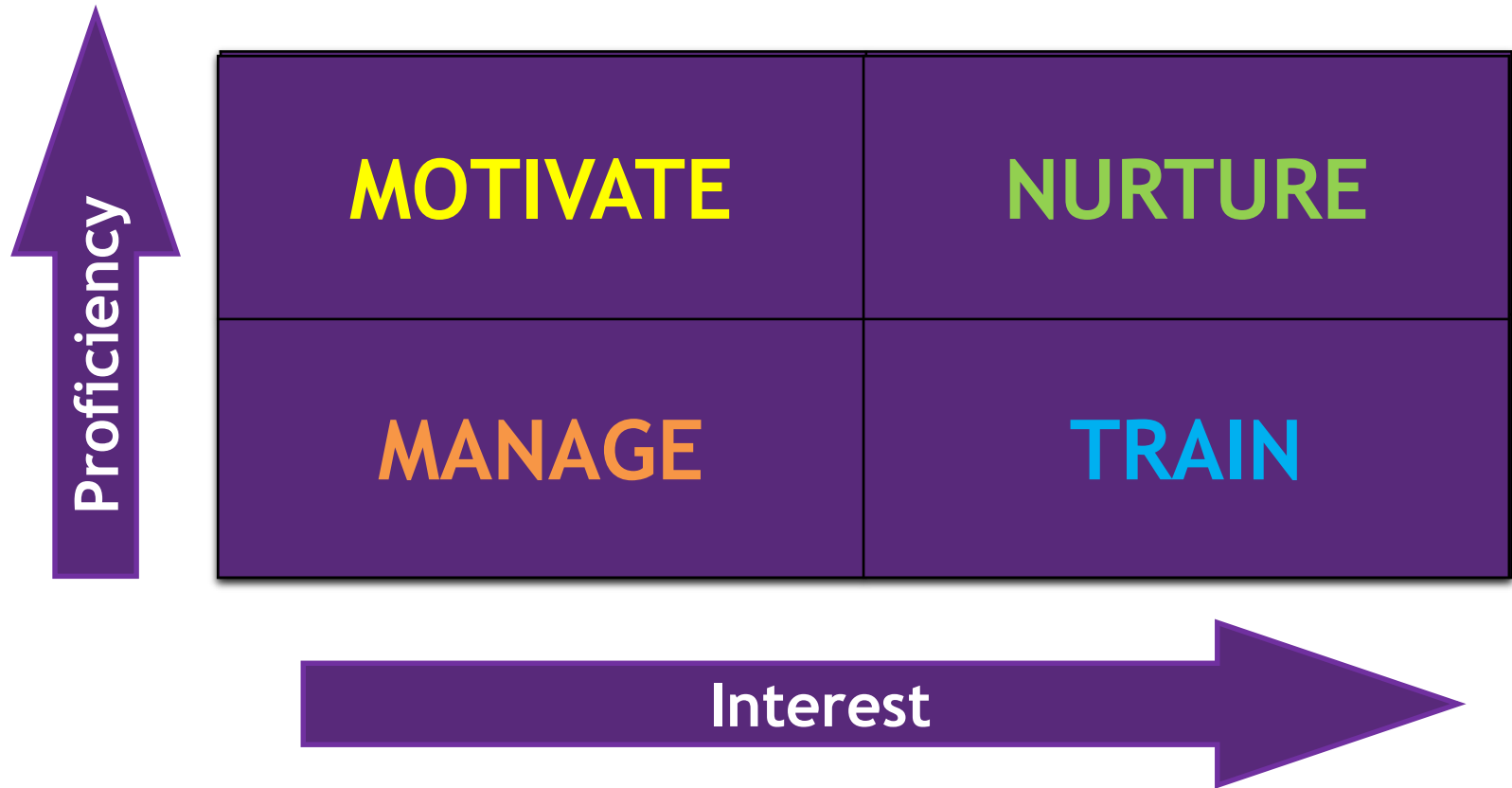
...Maybe!



What really makes us human is
the ability to use our rational
minds to bring about change...

...even in ourselves!

The Engagement Matrix[©]



The Engagement Matrix[©]

Manage

Define Goals	Define KPI's
Terminate	Career Track

The Engagement Matrix[©]

Train

Provide Support	Use 'Stretch' Goals
Evaluate and Assess	Provide Training

The Engagement Matrix[©]

Motivate

Leadership Training	Become a Mentor
Allow Mistakes	Reward

The Engagement Matrix[©]

Nurture

Do Not Abuse	Learn to Teach
Define Goals	Challenge

“All conflict can be traced back to someone’s feelings getting hurt, don’t you think?”



Liane Moriarty
Author
Big Little Lies



Thank You!
Thank You!
Thank You!
Thank You!
Thank You!

Customized Seminars & Consulting

Lisa Hammer, PMP

301-667-3915

lisa@leadershiptechniquesllc.com

David B. Newman, PMP, PMI-ACP, CSM, SPHR, ITIL

240-446-6231

dave@leadershiptechniquesllc.com

www.leadershiptechniquesllc.com