
Diversity Management

Definition

Must be able to adapt to diverse cultural practices, customs, values and norms of individuals and groups in order to meet equity requirements, contribute to the transformation of work unit and department.

Key Words: Diversity Citizenship; Cultural Sensitivity.

Behavioral Indicators:

1. Recognizes the contributions of those who have different cultural, religious, ethnic, gender, sexual preference or other individual differences toward the achievement of work-unit or the departmental objectives.
2. Considers the match between the organizational culture and the expectations of customers.
3. Provides opportunities that will enhance a more diverse and better workforce able to accomplish work-unit objectives.
4. Drives the compliance with employment equity and affirmative action initiatives.
5. Takes active steps to eliminate acts, behavior and speech, which reflect discrimination and prejudice.
6. Ensures that all management practices implemented are free of social, gender, religious, ethnic, disability and cultural discrimination.
7. Provides employment opportunities that will make the workforce more diverse and better able to accomplish work unit objectives.
8. Uses formal and informal methods to increase the sensitivity of others to diversity.

PROFICIENCY LEVELS: Diversity Management

LEVEL I

- Understands and is willing to accept the practices, customs, values and norms of other individuals or groups.
- Appreciates and respects the differences of others and looks for ways to gain new knowledge and understanding of individuals and groups through learning or active participation in work activities.
- Implements affirmative action and equity goals and requirements in the prescribed manner.

LEVEL II

- Provides opportunities that will enhance a more diverse workforce and provides opportunities and equal access to development opportunities irrespective of their racial, gender and cultural backgrounds.
- Takes disciplinary action against discrimination and gender abuse.
- Makes an acute effort to eliminate prejudice, discrimination and systemic barriers that exist within the work environment.
- Ensures that all management practices and policies are free of discrimination.

LEVEL III

- Actively promotes diversity through planned activities aimed at building sensitivity to and support for others.
 - Actively helps and supports programs that are meant to promote diversity.
 - Assists and supports others in their efforts to deal with and address diversity.
 - Actively tries to change prejudices in the current environment. Educates others about the value of diversity.
 - Develops solutions to overcome the constraints that inhibit the attainment of employment equity.
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