

## CREATING A WORKPLACE CULTURE OF BELONGING, DIVERSITY, AND INCLUSIVITY



**A greater feeling of belongingness among the employees, greater inclusiveness, free flow of ideas, variety of enriching perspectives, enhanced productivity, better retention and a collective burst of positive energy are some aspects associated with greater diversity at workplace.**

*Rajeev Bhardwaj, VP, Human Resource,  
Sun Life Financial Asia Service Centre*



Introduction: India, one of the fastest developing and unique nations in the world with diversified culture and tradition popularly known as subcontinent has undergone a major change about economic and business operations since its liberalization in the year 1991. Also, there has been a major demographic change that is unique with our country.

Work Place Diversity is the acceptance of the fact that every existent is unique, and esteeming that their oneness could be because of their race, gender, age, class, and physical capability, and religious inclination. It's also the recognition that these unique people have numerous common characteristics that help them in uniting with others while performing a common task.

Abraham Lincoln said, "United we stand, divided we fall." frequently lauded as the Great 2 Emancipator, Lincoln explosively believed in the idea of a united nation where people from all races, races, backgrounds, and persuasions could work together in taking the nation forward. In other words, he believed in the possibility of actuality for a different society.

### **Meaning**

A different plant is a work terrain that hires a different group of people from colourful, races, ethnicities, if you notice a blend of people with different genders .orientations, and educational backgrounds in your plant, also your plant may rightfully be called a different plant. Plant diversity entails not only employing a 1 varied pool but also icing the company treats all workers inversely.

It t is the addition of workers from different backgrounds, races, societies, genders, periods, persuasions, and sexual exposures in the plant. It's also about including workers with different capacities and disabilities.

In simple terms, it refers to a different organisation with a miscellaneous pool. The thing of pool diversity is to produce a plant that's inclusive and reflective of the community in which it operates. By having a different and inclusive pool, businesses can profit from a wide range

of perspectives and ideas, which can help them to be more innovative and competitive.

### **The significance of pool Diversity**

1. To Reflect the Civic For businesses to be truly representative of the communities they serve, it's important that their pool is different. This is especially important for businesses that give services to the community, similar as healthcare and education.
2. To retain further workers A different pool can help to retain workers. Workers are more likely to stay with an organisation if they feel that they belong and that their unique bents and perspectives are valued.
3. To Attract Top Aptitude A different and inclusive plant is seductive to eclipse gift. In a competitive job request, businesses need to be suitable to attract the stylish and the brightest if they want to be successful.
4. To address the requirements of an Altering Labour Market The labour request is changing and getting more different. As similar, businesses need to be prepared to meet the requirements of a different pool.
5. To more understand guests In order to be successful, businesses need to understand their guests. A different pool can help businesses to more understand their guests and the communities they serve.
6. To Ameliorate Their Character A different and inclusive plant is frequently seen as a good place to work. This can help businesses to attract new guests and to make a positive character number of reasons

**The types of Work place Diversity:** Overall diversity isn't just about gender and race. There are several different types of diversity that businesses need to consider when creating a diversity and inclusive plant. Still, these can be grouped and categorised into four types.

1. Internal Diversity Internal diversity characteristics are those that the workers are born into. This includes gender, race, age, sexual exposure, religion, socio-profitable status, and capability.
2. External Diversity External diversity characteristics are those that workers acquire from their gests outside of work. This includes chops, education, life gests, religious and artistic gests, and transnational experience.
3. Organisational Diversity Organisational diversity relates to the characteristics within the plant like job functions, operations status, employment status, union class etc., that can produce different perspectives and gests .
4. Worldview Diversity The way different workers conceptualise world events, problems, and results are known as worldview diversity. These include political beliefs, moral values, and social stations

To come across with workforce diversity we will get few companies or organisations that have been already included in their workplace.

- EY earned the 2017 DiversityInc Top 50 Companies for Diversity list, ranking among the top 10 for the past eight years.
- According to Fortune, this hotel group was ranked the second-best U.S. workplace for diversity. The numbers match the feelings of respect and positivity that lead to the inclusion felt by employees.

### **Tokenism:**

The idea of tokenism is based on welcoming a person into a group and denoting that group is diverse.

For example. This iconic figure cannot **be** invited to a group based on his performance but based on things like:

Ethnicity & Skin Color

Tokenism happens when someone is viewed by the dominant majority group as [a representative] of a minority group: for instance, a Black person surrounded by White people," Kristen Martinez, a counsellor at Pacific North well in Seattle, told Health. "In this example, the sole Black person is put in the position to speak on behalf of all Black people in the entire African diaspora on various topics.

### **Tokenism exemplifications**

common illustration of tokenism is someone being asked to present at a conference, but it is always on being a person of that identity in that field rather than their work standing on its own — for case,' Being a woman in tech Eckler added.

### **Tokenism ad mental health**

Tokenism doesn't do anything to promote diversity. Authors of a July 2022 composition noted that there are three major negative goods of tokenism in general.

1. Advanced attention from others( leading to pressure)
2. Farther separation from those innon-tokenized groups
3. Association of conceptions with the group a tokenized existent belongs to with those goods in mind; tokenism has a serious impact on an existent internal health. For illustration, authors of a 2020 composition mentioned the idea that tokenism has the implicit to lead to depression, collapse, waste, and nonage duty.

### **Moving on From Tokenism**

In the past, some businesses took a quick-fix approach to diversity in the workplace by having one female manager, or one person of colour in the office. This is tokenism, meeting a minimum requirement to give fake appearances. DEI initiatives can not only help to welcome

a more diverse group of people into the organization, but they can also solve tokenism and as a result, offer so many new perspectives.

Businesses should do away with token efforts to falsely show they're politically correct or diverse, and instead, intentionally include diversity into their long-term strategy.

**Bias:** Favourable or unfavourable attitudes, or beliefs about a group that informs how we perceive, interact, behave toward the group that are automatically activated. Bias directly and indirectly develops over time through your everyday experiences.

**Conscious Bias:** Biased attitudes about a group we are aware of; can be (in)visible; can be accessed. **Unconscious Bias:** Biased attitude operating outside your awareness and control, are difficult to access or be aware of, & influence your action more than conscious biases.

Here are a few common unconscious or implicit biases that may be harming your organization's morale and performance. **The 5 Most Common Unconscious Biases in the Workplace**

1. **Gender bias:** preferring one gender over another, typically due to deep-rooted stereotypes and assumptions surrounding gender roles in work place
2. **Affinity bias:** an unrecognized bias between individuals that share similar backgrounds are same qualities, such as common interests or alma mater.
3. **Confirmation bias:** the tendency to search for or interpret information in a way that confirms one's preconceptions and biases.
4. **Halo Effect:** the tendency to form a significantly positive impression of a person based on a single characteristic or observed attribute. The Halo effect often leads to overlooking or minimizing negative qualities.
5. **Horns Effect:** the opposite of the halo effect, this unconscious bias leads individuals to make wholly negative impressions of someone due to a singular trait or attitude. When this occurs, it can be difficult for an individual to give fair credence to beneficial or positive qualities in the same person.

**The Consequences of Unconscious Bias in the Workplace** While most companies have woken up to the innovative and creative benefits of a diverse workforce, many remain unsure or unaware of how to promote and cultivate diversity effectively.

Unconscious biases represent a significant barrier to achieving diversity and inclusivity goals. Implicit bias compromises even the most well-intentioned D&I efforts from their outset. And this stumbling block standing between organizations and diverse workforces can even impact their bottom-line.

Companies with top-quartile ethnic and cultural representation outpace their competition by 36% in profitability. This finding and others like it make a strong business case for

introducing systemic safeguards that reduce or eliminate unconscious biases' impact on your organization.

### **How to Reduce Bias in the Work premise - Three Steps to Get Started**

1. **Empower Your Managers to Recognize and Address Bias** Provide your managers with on-going training to hone their ability to recognize and mitigate both conscious and unconscious instances of bias during day-to-day operations. Their teams will likely follow suit as they become increasingly adept at spotting and eliminating bias. As a result, they will eventually have a more inclusive and unbiased environment.
2. **Encourage Peer-to-Peer Recognition** Public displays of peer-to-peer recognition help cultivate a shared sense of community and purpose among the workforce.
3. **Host Anti-Bias Training Workshops** Awareness is key to reducing unconscious biases. Anti-bias workshops are ideal to quickly equip your organization with the strategies and tools to recognize its implicit biases

### **Challenges of Diversity in Workplace:**

Businesses need to be apprehensive of the mortal resource challenges that can come with having a pool that's different in terms of race, age, gender, sexual exposure, and capability.

These challenges include

1. **The implicit for Conflict:** One of the challenges of diversity is the implicit for Work place conflict. When people are from different backgrounds and have different perspectives, it's possible for them to disaccord. This can be a problem in the workplace, where productivity can be affected.
2. **The Need for Training:** Another challenge of diversity is the need for training. Workers need to be trained on how to work with people who are different from them. They also need to be tutored about the significance of diversity and how to produce an inclusive plant.
3. **Communication walls:** Communication can be a challenge in a different plant. This is because people from different backgrounds may not be suitable to understand each other to. They may also communicate in different ways, which can lead to misconstructions.
4. **The threat of Demarcation:** There's always the threat of Demarcation when there is a different pool. This can be dangerous to workers and can lead to a loss of productivity.
5. **Artistic misconstructions:** Cultural misconstructions can also be a challenge in a different plant. This is because people from different societies may not be familiar with the customs and traditions of others. This can lead to confusion and frustration.

**Benefits of Diversity in Workplace:** Despite the challenges, there are also numerous advantages to having a pool that's different. These benefits include

- 1. The Capability to Serve a Different client Base:** A different pool can help businesses to understand their guests and the communities they serve better. This is because they've workers from different backgrounds who can give perceptivity into different societies.
- 2. Increased Creativity and Productivity:** When people from different backgrounds come together; they frequently spark new ideas and increase productivity. This is because they bring different chops, knowledge and gests with them.
- 3. A Better Representation of The Community:** A different pool can help businesses to represent the community they're in better. This is because they have workers from different backgrounds who can partake their stories and gests.
- 4. Increased Cultural Awareness:** A different pool can help businesses to come more apprehensive of different societies. This is because they've workers from different societies who can give perceptivity into their customs and traditions.
- 5. Reduced Hand Development:** Studies have shown that businesses with a different pool have reduced hand development. This is because workers feel appreciated and valued when they're in an inclusive plant. Attract And Retain Top gift different frequently workplaces are frequently more seductive to top gift because they give a terrain where people can feel included and admired.
- 6. Bettered Decision Making:** Diversity can also ameliorate decision making in the work place. When there are different perspectives, businesses are more likely to make better decision.

Organizations with diverse employees are better suited to serve diverse external customers in 4 an increasingly global market. Such organizations have a better understanding of the requirements of the legal, political, social, economic, and cultural environments. Every generation and demographic offers something different and expects something different from their careers. They bring different perspectives, skills, and knowledge. Each generation solves problems differently. Every demographic brings great attributes and abilities through their diversity. This year and next, consider these diversity in the workplace trends and you watch or influence how your employer transition.

Hemavathi S

Assistant professor

Dayananda Sagar business academy

ph: 8277314819

email: hema.vanashree@gmail.com

Arpitha S

Assistant professor

Dayananda Sagar business academy

ph: 6360212229

arpithasgowda21@gmail.com