

Dealing With Differences in Workplace Interactions



Advancing Diversity at Virginia Tech – 2010
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Introductions...

At your table...

- Share your name, your department
- Share one thing about yourself that is pretty easily observable or found out
- Share one thing about yourself that others may find surprising, or not easily found out

Schools of Thought...

- Focus on commonality



- Understand and appreciate differences

Commonality: Universal Human Needs

- **Competence**
 - People need to feel effective in their efforts, be able to make use of their strengths, and feel capable of achieving desired outcomes.
- **Relatedness**
 - People need to feel connected to, understood and valued by others.
- **Autonomy**
 - People need to feel a sense of ownership and self-direction in their behavior and work.

Differences...

Exercise:

- What types of difference exist between individuals?



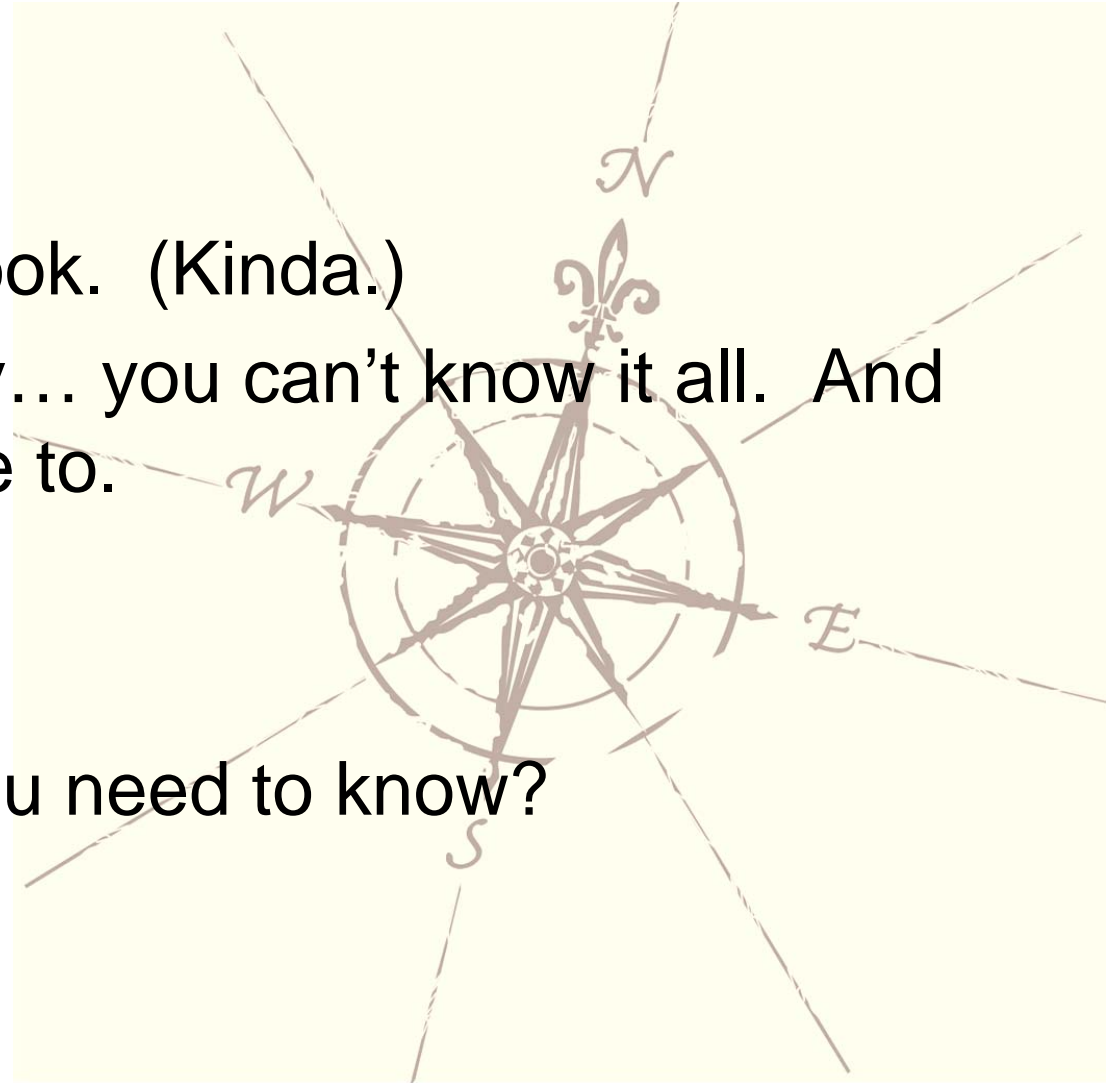
So now what?

- Traditional “diversity training” focuses on teaching about key demographic differences.
- **HOWEVER**, this falls short in a couple of ways:
 - Volume of content
 - Timing

So...

You're off the hook. (Kinda.)

- Here's the key... you can't know it all. And you don't have to.
- So what do you need to know?



Strategies for Navigating Difference

- What are you working with in the current situation – what dimensions of difference are involved?
- What do you need to learn more about to best navigate the current situation?
- What are your resources?
- What's the best way to navigate the situation with the others involved?

Case Study Exercise

Work in table groups...

- Read your scenario
- Answer the questions:
 - What are you working with in the current situation – what dimensions of difference may be involved?
 - What would you need to learn more about to best navigate the current situation?
 - What are your resources?
 - What's the best way to navigate the situation with the others involved?

Questions?

