MGMT 4486

Training and Development

Needs Assessment Assignment

Part A: Task Analysis

Group 4

Tonia Heastie

Grace Ingabire

Yunyun Peng

Chengyuan Zhao

Date: May 15th, 2019

Cultural diversity and inclusion are part of Saint Mary’s University’s organizational cultures, and it is not hard to find students with various nationalities who have different cultures, religions or beliefs. Saint Mary’s University has been hosting many cultural events around the campus and encouraging students to understand, respect and experience various cultural differences through those cultural events, such as international nights, Chinese New Year celebrations, or Japanese tea ceremonies so that students could have more cultural awarenesses.Students are able to study in a multicultural environment, work with other students from different regions and cultural backgrounds, and be respectful to other cultures.Saint Mary’s University encourages students to engage their talents, experiences and capabilities on campus which is a great asset in such a multicultural environment.

What can make an SMU student successful in such a multicultural environment? A multicultural place results in a greater value either financially or socially. It is essential for the job description to be captivating to attract the right candidates and to create a good first impression. To succeed in SMU, students are expected to not just have academic knowledge to become successful with good grades but also students are expected to have such skills and abilities to work well in a multicultural environment. In addition, knowledge is required, a lack of such is a barrier to effective performance, communication skills are required as well as cognitive and team tasks. Here are some of the team task and the cognitive task requirements for SMU students need to be engaged in to be culturally aware of:

1. Team Task:
   1. Cross-cultural communication with verbal and non-verbal skills.
   2. Group work with various cultures.
   3. Interact positively with others by being open.
   4. Trust and support others.
   5. Embrace and accept language and unique cultures.
   6. Develop a team identity and outline roles as a multicultural environment.

For students studying in SMU which it is an example of a diverse place, it allows them to experience early on what it is like to work with other students who have different backgrounds, and it also allows students to think in various perspectives. A quarter of the SMU population is made up of international students with different backgrounds, it is easy for them to interact or communicate with others. Interacting positively with other students or faculty who have different cultural backgrounds allow students to have experience being or working in a multicultural environment.

Achieving common goals come easy when it comes to teamwork. To be successful in a multicultural environment, especially for SMU students, they need to accept and adopt the cultural differences, understand their own responsibilities, and then be able to demonstrate awareness of generational differences in work styles so that students can empathize, the ability to understand another person’s culture by considering their perspectives. Furthermore, is leadership, possessing multicultural leadership can show that students have the ability to inspire creativity. If students have insight and knowledge by listening to it predicts higher impacts on decision making.

1. Cognitive Task:
   1. Be respectful, patient, acceptance, and understanding cultural differences.
   2. Be aware of unconscious bias.
   3. Be aware of cross-cultural communication.
   4. Be open and willing to learn about new cultures.
   5. Acknowledge traditions, holidays or celebrations of all cultures.
   6. Language being used.

Some of the best practices are to establish a sense of belonging for everyone so each individual will feel welcome to bring their best self forward and involved. There are a lot of opportunities for SMU students to work with others whether in or outside the classes, these opportunities help students to emphasize and appreciate the importance of having a multicultural background or experience working with diverse people in all forms. Working with diverse people in groups or the same department, it does not mean diversity in gender only but in all forms like race and ethnicity. To understand and accept other cultures from around the world, students need to understand, accept and then respect the values of other people, having diversity and inclusion of cultures in the same place. Students should be aware that there should be no any unconscious bias on religions, cultures, or beliefs while working others, and they should acknowledge and appreciate every cultural tradition, holidays, or celebrations of other cultures which allow them to participate in many events to experience the cultural differences.

Language skills being able to speak and write more than one language has many cognitive rewards in a professional world, it means that students can have a better attention span and multitask because they are able to switch from one language to the other. Interacting or communicating with others help students to develop verbal and non-verbal skills and cross-cultural communications. However, it is possible that cultural conflicts may happen. To resolve cultural conflicts in a multicultural environment is very crucial either between individuals or groups; therefore, students should be aware that cross-cultural communications are important to help them communicate across culture sometimes it is similar or different according to culture.

**Reference List:**

Cultural Diversity Best Practices. (n.d.). Get in the Know. Retrieved from https://getintheknow.ca/best-practices-awards/cultural-diversity-best-practices/

Henman, M. (February 22, 2017). From conflict to cooperation: building stronger cross cultural teams. *Business*. Retrieved from https://www.business.com/articles/from-conflict-to-cooperation-building-stronger-cross-cultural-teams/

McQuerry L. (June 29, 2018). People skills for a multicultural workplace. *Chron*. Retrieved from https://work.chron.com/people-skills-multicultural-workplace-16445.html

Ng-See-Quan, D. & Chetaitis, N. (April 6, 2018). Six ways to support diversity and inclusion in the workplace. *Ceridian*. Retrieved from https://www.ceridian.com/blog/six-ways-to-support-diversity-and-inclusion-in-the-workplace

Schneider, M. (January 28, 2019). LinkedIn says these 4 tactics will help attract diverse talent. *Inc*. Retrieved from https://www.inc.com/michael-schneider/linkedin-report-reveals-top-4-tactics-to-attract-recruit-diverse-talent.html

Teach in Nova Scotia. (n.d.). In the workplace culture: what is the culture of the workplace in Nova Scotia? Retrieved from https://teach-in-novascotia.ca/workplace/workplace-culture/

Webb, M. (October 29, 2017.) How to alter your hiring practices to increase diversity. *Forbes*. Retrieved from https://www.forbes.com/sites/maynardwebb/2017/10/29/how-to-alter-your-hiring-practices-to-increase-diversity/#3c9c5ae2029a