

The workplace brings together people from various backgrounds to perform job functions. To be culturally effective, organizations must pay attention to the diversity of their staff. Aspects of diversity include race and ethnicity, gender and sexuality, age, education, religion, and physical and mental ability. The benefits of workforce diversity include improved productivity, increased creativity and the ability to listen to broader perspectives. It can be challenging to manage people with different cultural backgrounds. For example, how do we meet the needs of older workers and those of the new generation?

Employees should be recruited and retained to contribute meaningfully to the mission of the organization. Organizations can develop intentional plans to assure that all members of the workforce feel welcomed and supported in their work, and have equitable career advancement opportunities. The commitment to workforce diversity and inclusion is framed by organizational leaders and is implemented using policies and procedures. Training and education and cultural interviews can help enhance organizational culture to promote workforce diversity and inclusion.

Resources & Links

One Size Does Not Fit All: Meeting the HealthCare Needs of Diverse Populations

Workforce Diversity: A Key to Improve Productivity

Good Jobs Good Health: Diversifying the Workforce through Policy and Practice

Strategies for Diversifying Your Healthcare Workforce: A Tool for Healthcare Providers

Strengthening New Hampshire's Health Care Workforce: Strategies for Employers and Workforce Development Leaders

Best Practices in Achieving Workforce Diversity

HR Toolkit

Achieving Health Equity through Nursing Workforce Diversity

Creating! Welcoming! Places! Workbook

Society for Human Resource Management

AAMC Diversity and Inclusion Strategic Plan: Tools and Templates:

Nine Essential Tasks – AAMC Diversity Strategic Planning

Diversity Inclusion Toolkit

Action Steps

Expand traditional recruitment efforts by including opportunities to reach diverse populations, such as posting open positions on the NH Health & Equity Partnership Electronic Mailing List (www.equitynh.org)

Create a welcoming organizational culture.

Develop retention strategies that promote career ladders within your organization.

Become self-aware by reflecting on your own culture, identity, biases, and stereotypes

References

Mujtaba, B. (2010). Workforce diversity management: Challenges, competencies and strategies.