

## Top 10 tips: how to manage diverse team

The modern workplace is fully with diverse environment in which comprised of people from different ages, different genders, different cultural and social backgrounds. Challenge is managers or leader need to embrace diversity and possess the skills needed to shape employees with varied backgrounds into a cohesive and productive team are those destined for long-term success.

“**LEARN**” model are use to adjusted, By this **L- Listen** (stay present without thinking ahead) **E- Effectively communicate** (choose words that keep communication lines open) **A- Avoid Ambiguity** (the more you know about another culture the less ambiguous it becomes) **R- Respect Differences** (Attitude is everything! be respect to other) **N- No Judgment** (look for those shades of gray, rather than seeing things as all black or white.).

<b>L- Listen</b>	<ul style="list-style-type: none"> <li>• Manage Conflict</li> </ul>
<b>E-Effectively communicate</b>	<ul style="list-style-type: none"> <li>• Create easier networks of communication demonstrate how duty is done as a good example for everyone to follow</li> </ul>
<b>A- Avoid Ambiguity</b>	<ul style="list-style-type: none"> <li>• Take time to build relationships</li> <li>• Select a cross-culturally competent team leader.</li> </ul>
<b>R- Respect Differences</b>	<ul style="list-style-type: none"> <li>• View employee as individuals</li> <li>• Don't have favorites</li> <li>• Create a comfortable workplace and welcome everyone to work together</li> </ul>
<b>N- No Judgment</b>	<ul style="list-style-type: none"> <li>• View employee as individuals</li> </ul>

### 1. View employee as individuals

Manager should avoid both positive and negative stereotypes. At the same time remind team discrimination are prohibited. Also, encourage employees to respect co-workers and view their co-worker as an individual, judge them on their work, not on personal factors.

### 2. Take time to build relationships

Personal relationships and trust are a central element of doing business in many cultures around the globe. Human resources departments that teach employees how to build relationships, communicate well, and resolve conflicts creatively can have a major impact on team collaboration<sup>[1]</sup>. Investing time to build trusting relationships learning from diverse culture. The more we learn about another culture the less ambiguous it becomes.

### 3. Don't have favorites

Everyone is different, managers take the time to understand everyone with respect on their team, be Equally regardless of differences in age, geography or experience, by this they can find out and dig deep to individual best contribute.

### 4. Making such a comfortable workplace

Manager must arrange such a comfortable environment to allow all diverse people work together and and create a strong bond as a team work. In addition, it is very significant that everyone has equal chance to participate and let their voices heard during training, mission, and working. As a result, this will encourage and produce good morality of working that allow employees to work effectively.

### **5. Create easier networks of communication**

As a leader, she must establish a common language and a common way for diverse group to communicate. This can help everyone transfer their messages to each other clear and easily with their colleagues of vertical and horizontal chains in their organization<sup>[2]</sup>

### **6. Make a good example**

To let everyone, work effectively among their teams, leader must demonstrate himself to everyone with more active participation among others so that everyone can easily follow. Good leader not only tells members how to work but he also shows them how to work as well.

### **7. Manage Conflict**

Everywhere has a conflict. Whenever conflict arises in the workplace, it should not be ignored. To pretending that there are nothing happens only lead to nowhere and also could build the long term unsolvable negative atmosphere, it's crucial that it is addressed straight away before it builds.

### **8. Delegate jobs to the right people**

To be precise, the individual strengths always important that we shouldn't ignore it. Therefore, once we delegate job to the right person, which have the potential skills that will work in different of kinds of tasks, thus, it will positively impact in both team productivity and promoting individual ability.

### **9. Learn about differences.**

Beside of accept the diversity, how to learn and adapt with it also plays in an important key here. Even though, among of team members might have something in common, but keep in you mind that to be effective in divers team, we need to notice and learn in what we are different from others (e.g., career path, education, culture, hobbies, social background). Especially, the cultural differences can also challenge in diverse team, the leader must spend their time on it, and ensure that we can manage the diversity appropriately.

### **10. Select a cross-culturally competent team leader.**

To be an effective and professional leader in a multicultural team and leading them successfully, thing requires competencies that go well beyond the technical knowledge and the leadership qualities usually required. To be effective, leaders of multicultural teams need:

- A high level of cultural flexibility
- Robust ambiguity tolerance
- Low levels of ethnocentrism

## References

- Baxter, J. (2016). 7 Tips to manage a diverse workforce. Retrieved from <https://talentculture.com/7-tips-to-manage-a-diverse-workforce/>
- Bechervaise, C. (2015). 5 Best tips on managing age-diversity in the workplace. Retrieved from <https://takeitpersonally.com/2015/07/02/5-best-tips-on-managing-age-diversity-in-the-workplace/>
- Frank, C., & Moore, R. (2013) Blended learning solutions for military soft skill training. *Journal of Applied Learning Technology.*, (3)3.
- Mitchell, S. (2019). Top Ten Tips: How to manage diverse teams. Retrieved from <https://www.managementtoday.co.uk/top-ten-tips-manage-diverse-teams/leadership-lessons/article/1181428>
- Training Magazine. (2016). *Managing Diversity: 10 Steps to Multicultural Team Success*. [online] Available at: <https://trainingmag.com/managing-diversity-10-steps-multicultural-team-success/> [Accessed 1 Feb. 2019].
- Gratton, L., & Erickson, JT. (2007) Eight Ways to Build Collaborative Teams. *Harvard Business Review.*, 1-16.