

Name _____

Part 4: Communication Skills

Reading

Good reading skills are important in business. Read the following passage and focus on the content. Then, answer the questions that follow in the space provided.

Diversity

Today, more than ever, companies benefit from employees with different backgrounds. Employees may differ in many ways: personality styles, education, age, gender, socioeconomic background, cultural background, race, religion, family situation, physical abilities, and lifestyles.

A diverse workforce is a reflection of a changing world and marketplace. The workforce of today and tomorrow is much more diverse than in the past. Bringing people from many backgrounds together in the workplace provides a greater diversity of talents, skills, ideas, and viewpoints. We welcome this diversity, as organizations that have a diverse workforce are most likely to thrive well into the future. However, a diverse workforce requires employees to work with coworkers of varied backgrounds. The Company must develop ways to maximize the potential of each employee.

A diverse workforce benefits the Company by creating a workplace where all employees have opportunities and feel good about their jobs. When employees' diversity is seen as an asset and employees are made to feel good about who they are and what they are capable of accomplishing, the Company can attract and retain good employees, maximize productivity, enhance the reputation of the Company, and improve decision making by having more viewpoints and choices.

A diverse workforce benefits employees because people are the happiest and most productive when they can be themselves. In a workplace that appreciates differences, people are valued as individuals and are not defined by stereotypes about their groups; employees are encouraged to discuss issues and resolve conflicts; employees acquire new skills through coaching, education, and shared knowledge among coworkers; and employees' needs and input are valued in developing job structures, work processes, conditions, and benefits.

The success of the Company is dependent upon the contributions of all its workers. In order to promote a fair and diverse workplace, employees must be respectful and open to others, especially when dealing with issues and people who may not always agree with their personal beliefs and values.

It is important to overcome bias and stereotypes. Every individual is unique and does not represent or speak for his or her group. Employees must talk to each other, hear each other, and work together for the success of the Company. Employees must recognize that they are interdependent and all must work together to accomplish goals.

Name _____

Reading Questions

1. What is the main point of this passage?

2. How does diversity benefit employees?

3. Which paragraph of the passage describes how diversity benefits employers?

4. Upon what is the success of a company dependent?
