Building Trust within a Group by Learning Diversity Barriers

Introduction

These days, diversity is often to found at workplaces, though it is quite difficult to remove the cultural barriers in between the employees. The differences like races, language, gender and other factors which set a concrete boundary in the name of cultural differences makes the environment quit troubling for the employees. It has been argued that the trust is the essential factor which plays a crucial role in the success of teamwork. However, on the same side, it is observed that the same cultural differences result in impacting on the team performance and this eventually affects on the performance of businesses as well. This paper purposefully aim to focus on the building the factors of trust within the groups through learning barriers of diversity. To evaluate each aspect of the topic and to support the argument, authentic sources will be used, accordingly.

Discussion

There are certain types of barriers which result in creating a distance between individuals. This distance makes an equal impact on the performances of individuals, particularly at workplaces. Some of the common which are considered as the barrier of trust, are being discussed below.

Language barrier

Specifically, English is said to be the multinational language but, particularly it is spoken mainly more by the Americans. Mostly, in workplaces English is counts as the common medium of communication. However, the cultural differences appear as the barrier and for many, English is the second language. The diversity of cultures and ethnicity makes it difficult to acquire the trust. In each workplace, there are several of staff members who do not have perfect commands on English language and have a limited halting on this particular language. This barrier sets a communicative boundary and eventually lapses in the productivity of the co-workers as, they

cannot communicate effectively and often find it difficult to build understanding or trust (Raymond, 2017).

One of the foremost barriers to business productivity which engrosses language is the exploitation of idioms. In daily life speech, it is troubling for a person to eliminate specific phrases or the terms that have literal meaning. In business, individuals are often supposed to manage the business operations or either to deal with the clients. Though, the difference of language and culture could make it difficult for even customers to trust the sales person. Another area of consideration, for the individuals is the business language. There are huge chances that might be different from the first language of an individual. In proportion to this, one of the famous hypotheses, communication theory suggests that a person can only understand the problem or need of others when an individual is capable enough to understand the delivered message of others. in line with this, certain times, companies are supposed to pitch their clients and give presentation and this is the time when managers or other executives might confront challenges to deliver the objectives (Lewis, 2019). In line with this, this problem can even create a negative impression for the employees. For example, The Latin American Countries often assume that asking questions from the managers doesn't fall in the boundaries of respect. But this can occur as a challenge for the ones who do not speak or understand English natively.

Barrier of rituals

Since each culture hold its own values and norms therefore, the rituals and festive for each community is different. However, the diversity of rituals at workplace is directly proportional with the productivity of employees. For instance, each culture celebrates its festivals on different dates. Although, due to belonging the minority at workplace, there are many employees who do not get opportunity to celebrate events with their family members. All organizations deliberately

follow the majority and offer employee benefits accordingly. Thus, many times workers are not permitted leaves in sequence, to attend their cultural festive. This act of not being valued also appears as a barrier in the workplaces and creates trust issues (Padela, et al., 2016). Rokeach, in one of his books named "the Nature of Human Values' stated that, value is a belief which is particularly based on the behavior and attitude of people. However, values may be overt or implicate and it might have individually considered as a part of cultural pattern or system. Though each country has its own practices and rituals so, the diversity in their values and as well as in beliefs also marks a cultural barrier.

Conversely, many researchers have suggested that brining the potential change at workplace, in terms of rituals and cultural practices can help in reducing such barriers and can even help in eliminating the negativity from the workplaces. There are following approaches that could be used to overcome such constraints. These are; promoting or valuing the cultural differences, learning about the ritual practices of the employees, being a part of their celebrations or either by granting them leaves on the day of their cultural festive. These are the ways with which one can overcome the barriers and can also use such techniques in acquiring the trust of the workers.

Resistance to change

This is quite different barrier, associated with the list of diversity barriers and results in understanding more diversity in work groups, as it affects more to the force of organizational culture and often appear as a trust issue. The workplace diversity impacts on the norms of organization which are created which are deliberately formed for the flexibility and evolution to a broad office culture. Resistance strengthens minorities to abide the burden of varying to fit in the existing culture, thus limiting the preliminary value of having new standpoints in the first place. In the context of one of the organizational journal, it is stated that those who incorporate are

deprived of the ability to articulate their authentic selves in the workplace; they are required to limit significant sections of their lives inside a social context that encloses a huge part of their daily routine which encounters with other individuals. Although, the fine developments upon this idea by emphasizing to the energy involved in incorporating to such situational culture, highlighting how minorities have less potential to handle their job actual job responsibilities as an outcome (Allen, et al., 2015). Perhaps the largest downside of understanding, however, is that when the different employees do most of the adaptation, the worth of having varying perspective is eliminated.

The change in resistance, as a barrier could also be evaluated through different perspectives such as, via hidebound self-interest of individuals. This mainly focuses on the needs and demands of the employees, when one feel that the change in the work environment or organizational practices might make the environment competitive for them. This eventually put them in the fear of losing job. Besides this, the misunderstanding and trust issues occur when the employees find it difficult to understand or adapt the changes due to the lack of communication or sometimes because of the unanswered questions. This creates a sense of stress which eventually leads to the resistance. On the whole, the resistance is a predictable response to any change as a person's primary reaction is to preserve the status quo when they feel their security is being threatened (Marina, 2015). Fundamentally, this can be said that people do not oppose change at workplace, they oppose the potential consequent that change can result to them based on their viewpoints.

Gender diversity

Gender diversity at workplace is very interesting topic as always women in organizations and their workplace feel confused due because of the lack of attention from respective management and

male colleagues (Hideg & Ferris, 2016). Women in the United States face this barrier in organizations due to which they are not promoting to the senior leadership levels likewise men (Diehl & Dzubinski, 2016). A gender is that barrier which hinders woman to his career advancements. Likewise, men women are not allowed to participate in day to day meeting sessions are less likely to participate in professional talks for the business growth. In addition to this, women it means face unequal development opportunities from the management side in the United States, and are not allowed to interact with company leaders (Hideg & Ferris, 2016). Women are also not allowed to perform executive role which is the most highlighted challenge face by women as a result of gender barrier in diverse workplace environment.

On the same side, it was found that in U.S. the gender diversity not only rely on in between men and women it could be seen clearly in between the gay and transgender community. A conducted survey found that around 203 lesbian workers in Ney York City exposed several levels of discrimination, although the instrument the researchers exploited, failed to determine the extent of the issue. Later on, the results found that 31% of the sample predicted job-related diversity, while only 13% actually experienced it. Moreover, the detailed inspection of vulnerability problems for gay and transgender community exposed those dependable patterns of workplace discrimination. The depth analysis of pooled data, from the GSS (general society survey) revealed that gay and transgender earn 11% less than the heterosexual male equivalents.

Religious diversity

It is very difficult for the management to manage religious diversity at workplace or in organization because a diverse environment has people from different religious backgrounds. For instance, employees who want to make off on their religious day such as for worship and not allow by the management, find it difficult to manage work (Grogan, 2019). Such kind of challenges face by

employees who then criticize on employers and the organization for not understanding the religious reasons in diverse environment; therefore, an organization must understand such situations and allow religious holidays like Christmas, Easter etc (Harris & Valentine, 2016). In addition to this, employees in organizations also face difficulty to discuss their faith and problems in a safe environment which is essential to understand each other and working for a common goal (for the best of organization) (Grogan, 2019).

In accordance of Civil Rights Act 1964 it is strictly forbidden to based the recruitment practices according to religion. Legislatively, it is illegal to consider or select religion on the basis of their religions instead of their qualification. Although, still in 21st century, this practice could be seen widely. Vice versa, similarly, it is prohibited to favor a person or a candidate due to the mutuality of religion. With the diverse practices of religion, there are many things which people might not find appropriate. This could be the open discussion about a particular religion or community or criticizing any religion because of personal grudges, in the boundaries of workplace. Such kinds of acts result in creating hate in the environment of organizations and this often affect on the work contribution of an individual.

Racial diversity

The diversity of race, in the workplace occurs from the process of recruiting to promoting people on the basis of color or ethnicity. This continues to move with an unimpressive pace. According to the annual report, it is indicated that among almost 6,435 employees in a whole, approximately five percent are Latino, and three percent are black which got the increment around 1% in a year. The racial diversity report is specifically troubling because it is completely against of the law to distinguish in against of anyone in the organization only due to their assumed or actual belonging (race). Workers should be secured from any kind of discrimination be it in the process of

recruitment, employment rights or any other thing affiliated with the workplace. The racial diversity might cover different aspects like color, ethnicity, nationality etc.

Particularly in the workplace, the diversity of race constitutes many disapproving treatments against an applicant or the staff members. Besides of nationality or culture, judging people on the basis of skin tone, texture of hair, facial treatment, and other factors which might comprises looks of a person should never be counted during the employment process. The racism of race is often evaluated on the element of 'colorism'. This means, treating individual with worse attitude because of their shade, skin, or color. Some of the common examples of race diversity at workplace are; racial slurs, sharing racist jokes or illustrating cartoons that could offend or target a particular community. This also could include pointing out the associated stereotypes, singing racist lyrics etc (DeCuir-Gunby, et al., 2016).

In the U.S., the trend of race discrimination is quite high as, people are unable to give physical threats or performing other slurs for this reason, employees often take verbal support and offend workers on the basis of their nationality, color, appearance etc. As per the collected complaint data, this can often obvious in more subtle ways, for example through assigned workload, pay benefits, employee bonuses, and offering other rewards where people often do race diversity. In U.S. this can also found in the process of hiring. One of the published reports stated that employers are likely to prefer more white candidates over the black Americans (Meyers, & Vallas, 2016). However, law puts the pressure on the workers to prove prejudiced intent or its affect, when the tough proof of unsatisfactory treatment exists, it is also buried inside the personnel data, which only the worker can access on. Also, this makes an accusation of costs: this signifies that around 70% of people who filed the patents with against the race discrimination are the black Americans.

Conclusion

Conclusively, on the basis of conducted research and observation this can be uttered that the affect of cultural diversity can be widely seen all over the world. However, the diversity of cultures can be learned and diminish through different techniques. Since, such factors like racism, religious differences, nationalities and other elements occurs as the barrier, in the organizations. Therefore, the only way to make individuals feel comfortable at workplace and to create a strong bond in between each of them, it is crucial to mold and perform certain kinds of practices which can help in removing such blocks. Thus, this way, employees can easily gain the trust of other employees. Also, this can help in giving more productive performance while working in a team, without letting the factor of diversity or racism enter. Also, there are certain other ways such as, creating such HR strategies or applying strict laws against the diverse practices or racism, this way such issues could be overcome easily and more rapidly. In line with this, providing professional training to staff members and educating about respecting each one and their religion, culture, gender and other factors ethnicity is the another best way to diminish the element of cultural diversity from the workplaces and to make the organization comfort zone, where anyone can build a trustable bond with other person.

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