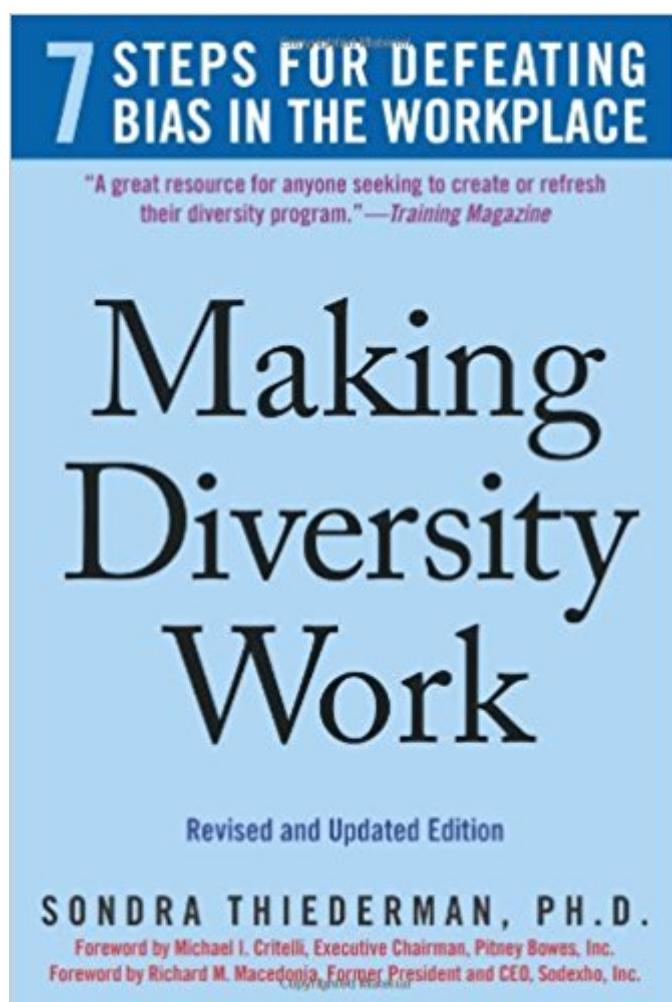


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# Making Diversity Work: 7 Steps For Defeating Bias In The Workplace



## **Synopsis**

Drawing from research and 25 years of experience in the field, diversity expert Dr. Sondra Thiederman dissects the problems surrounding diversity in the workplace and offers specific, straightforward strategies focused on creating individual change. Using real-life examples, practical tips, and exercises, she guides readers on a journey of self-discovery, intellectual awareness, and healing. In this fully updated and revised edition, learn to: Function more effectively and feel more comfortable in a diverse workplace. Identify and defeat biased attitudes. Confront and minimize the fears that underlie biases. Overcome diversity-related conflict. Women or men, black or white, gay or straight, immigrant or native-born--everyone has prejudices. Making Diversity Work shifts the dialogue from blame to emphasis on the responsibility everyone shares to rid the workplace of bias. Dr. Thiederman delivers the prescription to defeat bias in the workplace in this definitive book for executives, managers, human resources professionals, and diversity practitioners.

## **Book Information**

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## **Customer Reviews**

Dr. Sondra Thiederman is one of the nation's leading experts on workplace diversity, cross-cultural business, and bias reduction. As President of Cross-Cultural Communications, a San Diego based training firm, Sondra has 25 years experience as a speaker, trainer, and author helping professionals in Fortune 500 companies, public sector organizations, and dozens of associations find ways to successfully navigate our increasingly-diverse workplaces. Sondra has extensive media experience including mention in such national publications as the Wall Street Journal, the

New York Times, the Los Angeles Times, and USA Today. She is published in professional journals ranging from T&D and Real Estate Today to Association Management, has written on diversity for the web site Monster.com, and is the author of four books including: Making Diversity Work: Seven Steps for Defeating Bias in the Workplace; Profiting in America's Multicultural Marketplace: How to Do Business Across Cultural Lines; Bridging Cultural Barriers for Corporate Success: How to Manage the Multicultural Workforce; and "Getting Culture Smart": Ten Strategies for Making Diversity Work.

Great book!

This book is a required reading for the diversity course I am taking. It is exactly what I was looking for and I received it quickly.

I used this book to educate myself more fully before meeting with some folks about diversity and found the book well-written, easy to understand because of great examples, and the information was "real" and up-to-date.

Dr. Thiederman cuts to the heart of the "real" diversity issues and gives both intellectual and real world help and resources. The book covers all the essential information and provides resources for group and individual learning - both personal and in the workplace.

It's a sad commentary on our society that we move from one fad idea to another while clinging to age old problems. I purchase this book because it describes real issues I face in my organization. Whether the book offers any meaningful solutions remains to be seen. It may be an HR book written for HR folks; a group as biased as any I have ever seen!

Some books are written simply to impart knowledge to others. Other books are written to fulfill a strong personal interest by the author. It is the rare book that is written because there is a deeply genuine need for it. *Making Diversity WORK* is that rare book that was written for all the reasons above. Author Sondra Thiederman attempts to strip off the "veeर" of diversity that exists in the modern workplace to examine the real reasons why diversity is hard to talk about and even harder to achieve! This book may make you uncomfortable, but maybe that is exactly what we all need to feel in order to achieve a level of diversity that respects and honors all people for what they can

contribute. Early on in this work Sondra Thiederman candidly discusses her own cultural background and how she recognized her own personal biases. The purpose is to show that if we honestly examine ourselves and become mindful of our biases, we can dissect and set those biases aside. After spending 25 years providing practical results to some of the largest international organizations in their quest for diversity, Thiederman is a leading expert on this subject and it is prominently reflected in this book. She also received a doctorate in cross-cultural studies from UCLA. Making Diversity WORK has three major parts which are embedded in thirteen interesting chapters. Each chapter ends with a conclusion and summary to reinforce their major points. Part one examines the basics of bias including the correct and incorrect definitions of bias, and how it is learned and taught to all of us. It is in this part that you will learn the term Guerilla Bias™ and how it can affect us in subtle ways. The second part of the book is the largest and deals with self-discovery, how our biases can hurt us and how we can strive to overcome them. The third part of the book is about creating healthy dialogue which the author calls gateway events. What are these events? Our workplaces are filled with opportunities to engage in conversations about bias. Typically there is discord in the work environment between people who are different from each other. These incidents are capable of bringing about productive dialogue and serve as gateways to create greater understanding and reduce bias. This final part also outlines some cognitive and verbal skills to generate diversity dialogue. Diversity isn't just a good thing to do; morally it is the right thing to do. Our modern workplace is more diverse than ever before in recorded human history. Diversity means a greater talent pool, larger markets, and the unfortunate potential for discord in the workplace. Making Diversity WORK is a frank and powerful book that dares to challenge us and prods us to live up to the democratic ideals of fairness, equity and accountability. If you desire to read just one powerful book on this important subject, Making Diversity WORK should be it!

In the movie Anchorman, a parody about a television news team set in the 1970s, the main character played by Will Ferrell explains to his colleagues, "Well, I could be wrong, but I believe diversity is an old, old wooden ship that was used during the Civil War era." Thankfully, society has come a long way since the '70s. The modern workplace hosts a collection of employees from different backgrounds, races, nations, religions and sexual orientations. For a company to function, all these people have to work together. Organizational leaders must minimize the tensions between individuals and groups to keep operations running smoothly. Left uncorrected, bias can ruin an organization. Sondra Thiederman, an expert on diversity issues in the workplace, has prepared a manual for managers and employees who want to recognize and correct biased behavior. This book

contains personal examples and easy step-by-step individual and group exercises for reducing bias. If you want more, Thiederman offers a reader's guide to stimulate further discussion of this sensitive issue. getAbstract finds this book practical and unexpectedly entertaining, and highly recommends it to human resources professionals and managers.

Dr. Thiederman shows that companies pay a big price for allowing bias to flourish in our workplaces, from litigation and costly turnover to diminished profits and lowered standards. She shifts the dialogue from blame and finger pointing to the responsibility we all share in successfully ridding the workplace of discrimination, inequity, and tension. One frequently unrecognized aspect of bias she brings to light is what she calls "Guerilla Bias" (nice actions that are really biased but remain hidden from the target as well as perpetrator), and she also rejects the current brand of political correctness. Finally, she lays out an effective way to recognize and then combat our own personal biases by giving a 7-step process to follow which she calls a "Vision Renewal Process". Very informative, with real life examples of bias that a reader might find familiar but never have recognized before.

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