Record Nr. UNINA9910463108003321 Autore Swallow Deborah Titolo The diversity dashboard: a manager's guide to navigating in crosscultural turbulence / / Deborah Swallow and Eilidh Milnes Oxford, United Kingdom:,: Infinite Ideas Limited,, 2013 Pubbl/distr/stampa **ISBN** 1-909652-40-7 Descrizione fisica 1 online resource (177 p.) Disciplina 362.220973 Soggetti Community mental health services - United States Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Includes bibliographical references and index. Nota di bibliografia Nota di contenuto Front Cover; Title Page; Title & Subtitle; Copyright; Table of Contents; Introduction; How to get the most of this book; 1. The cultural cockpit; 2. Your flight plan; 3. The diversity dashboard; 4. Initiative: individual or group; 5. Management: equality or hierarchy; 6. Leadership: got or given; 7. Communication: direct or indirect; 8. Trade: deal or relationship; 9. Decisions: head or heart; 10. Planning: goal-focused, work-life balance or ad hoc; 11. Productivity: effective, efficient or empathetic; 12. Rules: rigid or flexible; 13. Time: deadline or sometime; 14. Style: formal or informal 15. Risk: do or don't16. Trust: open or closed: 17. Gender: inclusive or differentiated; 18. Resilience: face or no face; 19. Quick competence checks; 20. Cross-cultural competence; Endnote: coming in to land; Bibliography and useful links; Index Diversity can be the cause of many problems at work and most people Sommario/riassunto fail to recognise them. It is not just verbal expressions that cause confusion and distress. Beyond every gesture lies a world of meaning and interpretation. We do not all communicate in the same way. This, alongside strict policies around political correctness and inclusion, creates confusion, fear and a type of paralysis which can seriously undermine performance. 'The Diversity Dashboard' is a quick reference guide that aims to help managers to bridge the cultural gaps in their

organisations. Swallow and Milnes use the analo