

1. Record Nr.	UNINA9910822984003321
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Titolo	The diversity dashboard : a manager's guide to navigating in cross-cultural turbulence / / Deborah Swallow and Eilidh Milnes
Pubbl/distr/stampa	Oxford, United Kingdom : , : Infinite Ideas Limited, , 2013
ISBN	1-909652-40-7
Descrizione fisica	1 online resource (177 p.)
Disciplina	362.220973
Soggetti	Community mental health services - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
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
Sommario/riassunto	Diversity can be the cause of many problems at work and most people 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