

**League of United Latin American Citizens (LULAC)
Federal Training Institute
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**Diversity and Productivity:
The Ideal Partnership**

**Presented by
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	U.S. Gen Pop (million)	CLF	Fed-wide All grades	Fed-wide First/Mid & 13-15	Fed-wide SES/Sr. Pay
All	308		2.4 million	318,551	68,617
Whites			1.3 million		
%	65%		66.2%	75.7%	84.5%
Latinos/ Hispanics	45.4		153,725	23,266	900
%	15.1%	13.6%	8.0%	5.6%	4.1%

Latinos/Hispanics v All Groups

If the world were perfect....

Diversity and Productivity

- Frameworks of diversity
 - Legal
 - Business Case
 - Cultural
- What happens now?

Diversity and Productivity

- **Legal Framework**
 - Civil Rights Act of 1964, as amended—particularly Title VII
 - Pregnancy Discrimination Act of 1978
 - Americans with Disabilities Act of 1990
 - Rehabilitation Act of 1973
 - Age Discrimination in Employment Act of 1967
 - Executive Order
 - Executive Order

Diversity and Productivity

- **The Business Case**
 - How to Lose Weight: determining who's missing
 - Research results
 - Enhanced creativity
 - Facilitated entry into global markets
 - Competitive labor market
 - Serving your customers
 - Baby boomer women

Diversity and Productivity

- **Cultural Framework**
 - Diversity = Differences = Variety
 - Stereotypes versus Awareness
 - Merit Systems Protection Board (MSPB) study on perceptions
 - Cultural Norms vs Differences
 - Cross-cultural Communication

Diversity and Productivity

“Not everything that counts can be counted, and not everything that can be counted counts.”

--Albert Einstein

Diversity Scenarios

- Military promotions board
- New staff member
- Job interviews
- “Emotional” female speaker
- Harvard-trained attorney
- Performance appraisal
- Study on accents
- Event planners

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- “German, French, Spanish”

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- “Toot your own horn”
- “German, French, Spanish”
- “Proxemics”

Diversity and Productivity

Traditional Culture/Norm
(Anglo/North American/Northern European)

v

Minority Cultures/Diversity
(Hispanic/Latino, African American, Asian/ Pacific
Islander, American Indian/Alaska Native, Southern
European,
Middle Eastern, Mediterranean, others)

Diversity and Productivity

Traditional/Norm

Older, slower growing
Monolingual
Northern European
Mostly verbal
Caucasian looks
Nuclear family
Christian/Protestant

Minority/Diversity

Young, fast growing
Bilingual, accents
Diverse origins
Mostly non-verbal
Mostly multi-racial
Extended family
Diverse beliefs

Diversity and Productivity

Traditional/Norm

Directness

Ambition, aggressiveness,
pride, initiative

Independence

Loyalty to job, institutions;
volunteerism

Strong presentation skills

Seriousness

Monochronic

Timeliness

Minority/Diversity

Respect, tact, diplomacy,
avoid “losing face”

Modesty

Interdependence

Loyalty to individuals,
extended family

Accents, body language

Relaxed, playful

Polychronic

Whenever

Diversity and Productivity

Traditional/Norm

Verbal

Minority/Diversity

Non-verbal

Non-Verbal Communication

Body distance

Gestures

Touch

Smile

Other characteristics

We Are People – Edith Segal

**We are people, you and I
Like the people passing by
We're alike, but different too
I am I, and you are you**

**We are all one family
Light or dark as we may be
All are equal on this Earth
When we measure human
worth**

**We all laugh when we feel gay
Each one laughing his own way
Some laugh low, some laugh
high
Some as if they're going to cry**

**We all think but separately
And we needn't all agree
We all listen speak compare
All have different thoughts to
share**

**Different, different, yet the same
When we want to play a game
We must all obey the rules
Though we come from different
schools**

**We are people, you and I
Like the people passing by
Same but different, different but
same
My name is Mercedes, what is
your name?**

Diversity and Productivity: The Ideal Partnership

Thank you!

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