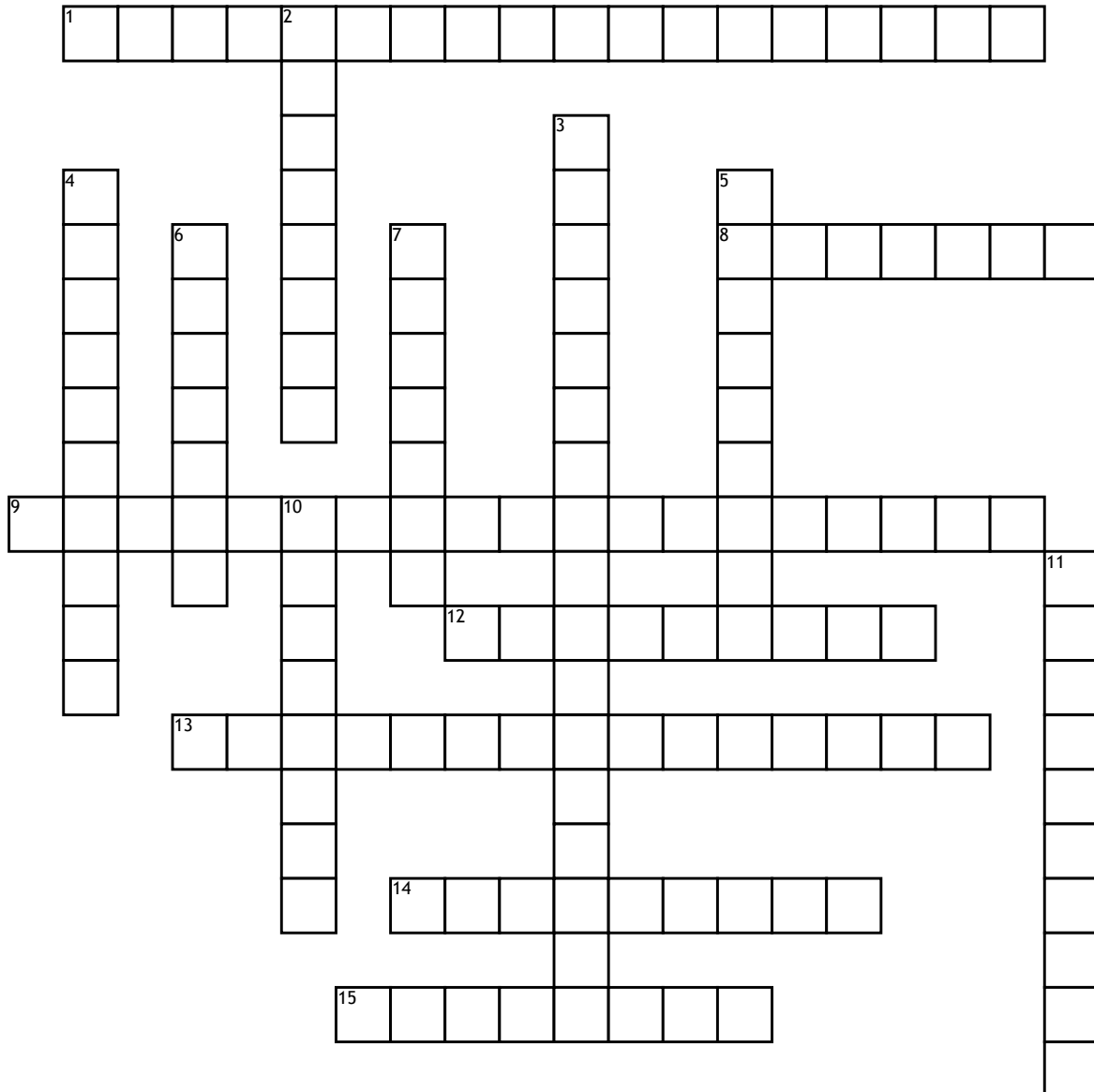


Diversity management B



Across

1. This effect refers to the point in the organisation hierarchy at which the proportion of any, or all, of the disadvantage group becomes very small or non-existent.

8. From a marketing perspective, managing diversity is seen to improve organisational legitimacy among, and access to, _____ customers from diverse backgrounds.

9. _____ of the workforce will enable the organisation to identify where the blockages and/or bottlenecks are occurring.

12. blockages and/or bottlenecks are occurring, which implies the introduction of comprehensive monitoring procedures.

13. _____ will allow an organisation to monitor the dominant beliefs of organisation members, and so identify problems.

14. Wentling and Palma-Rivas (1998) in their study argues that _____ will lead to better work relationships among employees.

15. Measuring organisational effectiveness in the context of diversity management is about _____ a framework - a strategy - for ensuring a holistic approach to understanding the people factors and forces affecting organisational capability and performance (Davidson & Fielden, 2003).

Down

2. Organisations should not just tolerate diversity they should promote it and develop a strategic _____ based on it.

3. This effect refers to the problem whereby certain groups find it difficult to gain ant career progression within an organisation.

4. Thus, organisations that want to improve creativity and _____ need to foster team diversity.

5. According to Newell (2002) “diversity” gives an organisation _____ whether or not a particular group is legally protected.

6. There is no quick fix to change and only those organisations that are truly committed to _____ equality will be successful.

7. It is likely that organisations that make the effort to _____ fully the diversity which exists in the community, will reap tremendous benefits.

10. While there are many approaches to diversity management, and to organisational and human performance, four essential areas are required for developing a _____ for successfully measuring diversity for organisational effectiveness.

11. _____ is fostered when people from different backgrounds are brought together.