

U3.21 - Print & Cut Flashcards

Cut along the card edges. Each card shows the question on top and the answer underneath.

CARD 1

What is diversity?

Diversity refers to differences between people in a workforce or market, including culture, language, gender, age, religion, disability, education, skills, experience, values and communication styles.

CARD 2

What does managing diversity mean?

Using leadership, HR policies, training and communication strategies so people from different backgrounds can work together effectively and contribute to business growth.

CARD 3

Why can managing diversity improve understanding of global customers?

Employees from different cultural or language backgrounds can provide insights into customer needs, values and expectations, helping the business adapt products, services and communication.

CARD 4

How can managing diversity improve international communication?

It can help employees understand different languages, customs, communication protocols and business expectations, reducing misunderstandings with international stakeholders.

CARD 5

How can managing diversity improve innovation and decision-making?

Diverse teams bring different ideas, experiences and problem-solving approaches, which can reduce narrow thinking and support more creative products and strategies.

CARD 6

How can managing diversity improve access to talent and reputation?

It can attract a wider range of skills, languages and international experience while strengthening the business's reputation as fair, inclusive and globally aware.

CARD 7

What is inclusive recruitment and selection?

Recruitment processes designed to attract applicants from different backgrounds and reduce bias, such as diverse interview panels, clear criteria and varied advertising channels.

CARD 8

How can diversity and cultural awareness training help?

It helps employees understand cultural differences, communication styles, unconscious bias and respectful workplace behaviour when working with global teams or customers.

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CARD 9

What is inclusive leadership?

Leadership that encourages participation from all employees, listens to different perspectives and prevents quieter or less experienced staff from being ignored.

CARD 10

How can clear communication protocols support diversity?

They set expectations about language, meetings, decision-making, feedback and conflict resolution, reducing misunderstandings in diverse teams.

CARD 11

How can fair promotion, mentoring and employee resource groups support diversity?

They give employees from different backgrounds fair access to development and support, helping retention, inclusion and a more diverse leadership pipeline.

CARD 12

Why is local knowledge useful in global decisions?

Employees or partners with local cultural and market knowledge can help a business avoid cultural mistakes and adapt products, services or marketing to local customers.

CARD 13

How can global strategic alliances support diversity and growth?

They can provide access to diverse labour, local expertise, skills and market knowledge, but differences in communication, ethics and cultural beliefs must be managed carefully.