



# SECTION FOUR RETENTION

## BUILDING A CULTURALLY DIVERSE WORKPLACE

The Hospitality sector is possibly one of the most culturally diverse industries in the world. Not only the clientele but also the staff are drawn from all the world cultures.

To build a culturally diverse workforce there needs to be an understanding of an individuals own world views and those of the people they interact with. The ability to avoid stereotyping and obtaining cultural information and then applying that knowledge allows you to see the entire picture and improves the interactions of those within a culturally diverse workplace.

Adapting to different cultural beliefs and practices requires flexibility and a respect for others view points. Cultural competence means taking the time to gain an understanding of the cultural differences and having the ability to overcome barriers with this knowledge.

**Throughout the Helpsheets we have explored areas which all contribute to creating a culturally diverse workplace, these include:**

- ▶ Valuing diversity – planning for an Indigenous Workforce – gaining support within your business at all levels to support the goals of an Indigenous Employment Program.
- ▶ Building relationships and engagement within the Indigenous community.
- ▶ Building the knowledge and understanding of cultural difference throughout the induction process on an ongoing basis.
- ▶ Providing ongoing support and commitment to long term Indigenous cultural inclusion within the workplace.

These elements should be manifested at every level of an organisation, including policy making, administration, and practice. Further, these elements should be reflected in the knowledge, attitudes and practices of the organisation. These processes then need to be ongoing with regular evaluation and adaptation.

Many visitors to the Northern Territory are drawn by the opportunity to experience the rich and ancient culture of the Indigenous people in your region. Feedback from various surveys has indicated that an Indigenous experience is high on visitor “wish lists”. The opportunity to provide this experience in your business will add value to your service and give you a competitive advantage in your marketing. The challenge for all business in this sector is how to manage a culturally diverse work place that acknowledges the value of staff from a wide range of world cultures.

### WANT TO KNOW MORE?



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