Assignment #1: Assessment and Influence of Culture

Charles Titus

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There are many things that a leader needs to be aware of in order to be successful in managing an organization. One of the most important aspects of leading an organization is understanding the different associates that work within the organization. One of the ways to have a good understanding of the associates within an organization is by understanding the cultures of the associates within the organization. Having a good understanding of the cultures within an organization can allow a leader to offer the best support possible to the associates. Not having a good understanding of the different cultures of the organization could cause associates to have tension or other issues within the organization.

**Cultural Assessment Tools**

In order for a leader to have a good understanding of the associates and the culture of an organization, then the leader needs to know what cultural assessment tools are available and that can be beneficial to use within an organization. Cultural assessment tools can help identify any cultural gaps or other issues that might need to be addressed within an organization. There are many different cultural assessments that can be used within an organization that would be beneficial. One of the assessment tools that can be used in regards to cultural assessments is the MPQ which stands for multicultural personality questionnaire (Matsumoto & Hwang, 2013). This type of assessment offers the advantage of showing empathy of culture, open mindedness of associates, emotional stability, as well as if associates are flexible in working with other people (Basow & Gaugler, 2017). This type of assessment can highlight a gap in if how associates will be able to adapt to working with other people with different cultures. The reason why this is beneficial to an organization is that it can allow leadership to offer training or other resources to better help associates grow and be able to accept associates that might not share the same culture.

Another cultural assessment that can be beneficial to use for an organization is the BEVI which stands for the Beliefs, Events, and Values Inventory assessment (Coates, Hanson, Samuel, Webster & Cozen, 2016). The BEVI assessment can be used by an organization to better understand what they believe and appreciate about themselves and others and how this can help or hurt them in regards to learning new traits or information about other people or tasks (Coates, Hanson, Samuel, Webster & Cozen, 2016). The way that this type of assessment works is that it assesses associates before training is conducted and then again after it was conducted to see how their views or responses have changed in regards to the training that was done on a certain topic (Coates, Hanson, Samuel, Webster & Cozen, 2016). This type of assessment can be beneficial to associates and organizations because it can allow both to see how associates have grown or changed after training was carried out (Cozen 2014). This tool can be used to help identify cultural gaps in why associates think or act in a certain way due to their culture. Both the MPQ and the BEVI assessments are beneficial to use within organizations because it can allow associates and even the organizations' leadership to have a better understanding of associates and the cultures. Having a better understanding of the associate’s culture can allow leadership to manage the organization as a whole better.

**Social Culture Influences Workplace Outcomes**

When looking at an organization, it is important for a leader to understand how the social culture of the organization will likely influence workplace outcomes and group productivity. A leader must understand that the social culture can and will have an impact on the group productivity of the associates within the organization. The leadership has to keep in mind that not all associates look at everything the same way, as the organization might be made up of associates from a diverse background (Aktas, Gelfand & Hanges, 2016). Each associate has a different cultural background and as a result, their views of what would be appropriate or appreciated would be different from that of other associates that have different cultural backgrounds. When the leadership of an organization realizes that the cultures of each associate are different and they work to bring everyone together to work well with one another, then it can increase the productivity of the associates (Van de Ven, Bechara, & Sun, 2019). A leader within an organization has to understand the many different backgrounds of the associates and be trained in how to handle different issues involving their associates in a manner that is not considered offensive to associates of different cultural backgrounds (Aktas, Gelfand & Hanges, 2016). If leadership is able to work well with all associates within an organization, then it can have positive effects on the entire organization because associates will feel appreciated and, in turn, have higher morale within the organization. In other words, the social culture of an organization can influence workplace outcomes because if associates feel like the leadership appreciates them, then they will be more motivated to work harder within the organization. Associates that feel appreciated and respected are more likely to work harder and as a result productivity will be higher in these cases (Reijseger, Peeters, Taris, & Schaufeli, 2017). With that said, it is important to also understand that associates that do not feel respected or feel unappreciated are more likely to have a negative impact on the workplace outcomes within the organization at hand (Reijseger, Peeters, Taris, & Schaufeli, 2017).

**Social Culture and Diversity Influences Organizational Culture**

A leader also needs to understand how the social culture and diversity will have an influence on the organizational culture. A leader that works towards having a diverse work environment can benefit the organization in regard to productivity, morale, and also having more engaged associates (Al Damoe, Hamid, & Sharif, 2017). When an organization has a diverse work environment, it allows it to meet the needs of different clients and also allows associates the opportunity to bring forth ideas that might not have been brought forth if the environment was diverse. The organizational culture of an organization is based upon the diverse makeup of the staff of the organization interacting with one another and working with each other and the leadership (Warrick, 2017). Leaders that work towards showing associates that they are appreciated and that their differences help the organization overall will have a more motivated workforce. Associates that work in an environment with an organizational culture of appreciating associates tend to be more committed to staying at the organization and not looking to leave the organization (Nikpour, 2017). In other words, a diverse work environment and individual associate’s social culture can have a positive impact on the organizational culture if the leadership works to show associates that they are appreciated and understood. The reason is that associates that feel appreciated are typically more engaged, motivated, and are more likely to work well with other associates within the organization (Warrick, 2017).

**Conclusion**

A leader has to be aware of many different things within an organization in order to be successful. One of the most important jobs that a leader has to carry out is ensuring that the organization is running smoothly and efficiently. One way that a leader can ensure that an organization is running smoothly is to ensure that the culture of the organization is one in which associates feel welcome and appreciated within the work environment. A leader that works towards understanding the social culture of the associates and showing associates that they are appreciated is more likely to be successful. A leader that works towards having a positive organizational culture will have more engaged associates as well. However, not having a good understanding of the different cultures of the associates could lead to tension and lower work productivity of the associates.

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