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Panel 4.5: Enhancing Cooperation

Understanding Diversity to Achieve Internal Communication in the Workplace

With growing number of nationals choosing to work in the Asia-Pacific region, there is an increasing need for effective and efficient communication in the workplace. This presentation will provide examples from a multinational organization case study where miscommunication and misunderstanding between supervisors and subordinates caused by diversity have affected both work relationships as well as workflow. Often times, subordinates are viewed as poor performers by supervisors failing to understand the real culprits: language and cultural differences. With the majority of internal communication being electronic, opportunities for face-to-face interaction have greatly decreased in the last decade, widening communication gaps. Poor internal communication not only affects the achievement of the larger organizational goals but also gives rise to labor issues. This presentation will explore how the next generation of leaders with supervisory responsibilities could prevent and overcome these issues through dialogue, better understanding of diversity, staff training, and skill development.