



### Chapter 13

1. All the ways in which employees differ (9)
2. The tendency to view people who are different as being deficient. (9)
3. A culture that accepts only one way of doing things and one set of values and beliefs. (12)
4. The sociocultural skills and attitudes used by racial minorities as they move back and forth between the dominant culture and their own ethnic or racial culture. (13)
5. An environment in which the organization accommodates several subcultures, including employees who would otherwise feel isolated and ignored. (9)
6. A higher-ranking, senior organizational member who is committed to providing upward mobility and support to a protégé's professional career. (6)
7. Invisible barrier that separates women and minorities from top management positions. (5,7)
8. The belief that groups and subcultures are inherently equal. (5,10)
9. A psychological experience of a person who, usually engaged in a task, is aware of a stereotype about his or her identity group suggesting that he or she will not perform well on that task. (10,6)
10. Government-mandated programmes that focus on providing opportunities to women and members of minority groups who previously faced discrimination. (11,6)