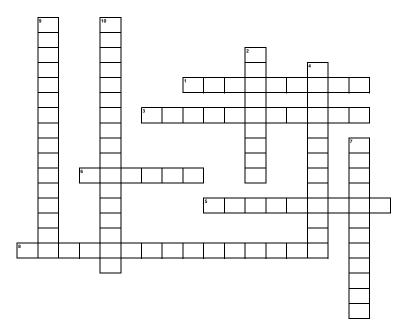
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Chapter 13

- 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 identify 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)