

September 2018 RC Webinar Chat

- 16:25:41 From Tanya Allain : Hi everyone - just getting the chat started!
- 16:25:54 From Tanya Allain : Here is the registration list for today - rcconnect.org/wp-content/uploads/2018/09/September-webinar-attendance.pdf
- 16:34:09 From Dusan Stojicic : Thank you Tanya
- 16:34:21 From Tanya Allain : Hi - Angela!
- 16:34:57 From Angelaq Ingraham : Hi! Sorry I am late!
- 16:35:09 From Jody Hoffer Gittell : great to see you Angela!
- 16:38:02 From elli meleti : Thanks Tanya.
- 16:39:57 From Jody Hoffer Gittell : I wonder about differences between countries - in the US, educational diversity could lead to lower rather than higher RC due to class differences. And I would guess that age diversity might also lead to lower RC, though maybe not as much as in South Korea. In other words, the effects of specific types of diversity might differ across cultures.
- 16:41:16 From Jody Hoffer Gittell : Other aspects of the model might play out the same in the US - the HR practices and the effects of RC on performance.
- 16:41:43 From elli meleti : That is very interesting to explore Jody. I agree that types of diversity might differ across cultures.
- 16:41:58 From Dusan Stojicic : I agree, same in Serbia
- 16:46:40 From Jody Hoffer Gittell : this gets to the institutional / cultural environment of the organization and how it affects what happens internally - this is what Darren is exploring in his thesis in a more ethnographic methodology
- 16:46:50 From eric jones : was department/sector of employee controlled for? sorry if i missed if the RC was within and/or between departments within the firms.
- 16:47:49 From Jody Hoffer Gittell : don't know - let's ask!
- 16:48:32 From Hongguo Wei : Was the data collected in work groups?
- 16:49:33 From Jody Hoffer Gittell : So having HR practices that require interaction and that make employees more attentive to each other's needs helps to maximize benefits of diversity
- 16:53:04 From eric jones : for a sample of many community coalitions (network analysis but not RC measures), we found functional/sectoral diversity to negatively impact coalition processes (but not coalition outcomes), and that cross-sectoral communication was a positive factor for coalition outcomes (but not coalition processes).
- 16:53:44 From Jody Hoffer Gittell : Maybe with age diversity, elders were offended by getting feedback from the younger ones

16:55:32 From Michele Williams : 1) Similarity does not always drive outcomes when it comes to diversity. Different types of diversity can have different effects.
2) Important to start to uncover what factors influence how each type of diversity will influence outcomes.

16:58:12 From Hongguo Wei : I notice that in my class team assignments, teams with age diversity tend to provide a better and more interesting presentations. Maybe the work context and the nature of the work matters?

17:11:48 From eric jones : gotta head out. great presentation! keep up the great work, and the rest of you as well.

17:17:30 From Tanya Allain : From your perspective, how can HR practices help to maximize the benefits of different types of diversity for RC and performance (e.g. gender, race, education, age, etc.)?

17:26:50 From Dusan Stojcic : Eunhee, may you put your answer in the chat please

17:28:47 From Hongguo Wei : Great to see you all. I enjoyed the conversation. Have to go. Bye~
Take care~

17:29:38 From Michele Williams : Transparency may have a tipping point where it goes from a positive sharing of information to intrusive. (Additionally, people from different backgrounds may have different comfort levels with self-disclosure.)

17:31:13 From Eunhee Kim : To Dusan, The two practices are likely to make employees have more needs to integrate others' opinions to perform their tasks. For structural empowerment, by providing the sense of ownership for their works, employees are likely to have more needs to hear others' opinion to make their work-related decisions. For multisource feedback, we thought that people will learn the importance of diverse others who will evaluate the employees by getting comments from the diverse coworkers.

17:31:58 From Dusan Stojcic : Thank you so much, that make sense a lot