Diversity Management

Course Code: MHR195_1, Credits: 10 credits
Offered by: Faculty of Social Sciences, Norwegian School of Hotel Management
Semester tuition start & duration: Spring, 1 semester
Exam term: Spring
Language of instruction: English

Course staff
- Tone Therese Linge (Course coordinator)
- Truls Eric Johan Engstrøm (Head of Department)

Introduction
In today’s global economy, it is important for organizations to effectively manage diversity. This course is aimed at understanding the impact of culture and diversity on personal and organizational effectiveness in the hospitality industry.

Learning outcome

Knowledge:
Upon completion of this course, the candidate:

- has knowledge about global workforce diversity trends and their impact on each country’s economy
- has knowledge of diversity management theories and practices for engaging an organization’s heterogeneous workforce in ways that give it a competitive advantage
- can recognize the primary and secondary characteristics of diversity and how these differences influence the culturally diverse workplace
- has knowledge of global legislation related to equity and fairness in employment, including the Universal Declaration of Human Rights of the United Nations

Skills:
Upon completion of this course, the candidate:

- Can analyze and deal critically with different theoretical perspectives towards workforce diversity
- Can examine research in diversity management techniques around the world, and apply these techniques to their own work situation
- Can research scholarly articles on the various aspects of diversity management and integrate them into a scholarly paper
- Can design an effective diversity management policy
General competence:

Upon completion of this course, the candidate:

- Can analyze relevant academic, professional and research ethical problems related to diversity management
- Can apply his/her knowledge in diversity management in new areas in order to carry out advanced assignments and projects
- Can communicate about academic issues, analyses and conclusions in the field of diversity management to both specialists and practitioners in the field
- Can experience being a part of a diverse team

Content

The values and attitudes towards work of other nationalities will be explored to understand how they impact work styles of different ethnic groups. Furthermore, the course will explore the impact of gender, disability, age and sexual orientation on organizational effectiveness.

The course will encourage students to examine their own work and personal relationships with diversity, assess how organizations manage diversity, and better understand the intersection of diversity and work. The skills developed will be instrumental in developing the participants' abilities to work more effectively in diverse organizations, lead cross-cultural teams, and leverage diversity to create stronger organizations.

Teaching methods

Lectures, interactive discussions, group work and presentations. This class will be dual purposed: You will be students learning about diversity management, but you will also function as a member of a diverse team through participating in group work and presentations.

Required prerequisite knowledge

None

Exam

<table>
<thead>
<tr>
<th>Homeexam and written exam</th>
<th>Wt.</th>
<th>Duration</th>
<th>Marks</th>
<th>Aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeexam - group</td>
<td>1/2</td>
<td>1 month</td>
<td>A - F</td>
<td>All.</td>
</tr>
<tr>
<td>Written exam</td>
<td>1/2</td>
<td>4 hours</td>
<td>A - F</td>
<td>Native language-English dictionary.</td>
</tr>
</tbody>
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A group presentation is compulsory and must be passed to be entitled to take the written exam.
Coursework requirements

Group presentation
A group presentation is compulsory and must be passed in order to be entitled to take the written exams.

Open to
International Hotel and Tourism Leadership - Master's Degree Programme, Business Administration - Master of Science, Exchange programme at Faculty of Social Sciences

Course assessment
The course will comply with the student evaluation procedures established by the University of Stavanger and the Faculty of Social Sciences.

Literature


Articles enclosed on It's Learning:

in hospitality and tourism. Bergen: Fagbokforlaget.

