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Part I Differences at Work:
Where We've Been, Where We Are, Where We Go from Here

1 Global Work Force 2000: The New World Labor Market

William B. Johnston

International demographic trends will have a profound impact on national strategies of employment and competitiveness. A growing imbalance between the world's labor supply and demand has resulted in greater relocation of workers from developing countries to more developed countries, creating a more diverse work force. The author predicts changes in immigration regulations, increased standardization of labor-management relations, and a greater government role in managing the new global work force.

/2	From Affirmative Action to	Affirming
	Diversity	

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R. Roosevelt Thomas, Jr.

The author argues that our traditional image of assimilating differences—the melting pot—is no longer valid. Affirmative action policies have often proved insufficient for optimizing the skills, commitment, and competitiveness of a multicultural workplace. Thomas profiles several corporations wrestling with diversity and offers an alternative model for program development.

Part II Racial Difference in the Workplace: How It Feels and What It Means

1 What It's Like to Be a Black Manager Edward W. Jones. Jr.

49

The author's personal experience, moving from a management trainee position to area manager in a traditional corporate environment, highlights the inner conflicts faced by minority employees struggling to advance in a resistant atmosphere.

2 Black Managers: The Dream Deferred Edward W. Jones. Jr.

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Interviews with over 200 black professionals illustrate the widespread disappointment, frustration, and anger they feel despite the progress resulting from equal opportunity policies. Top leadership must not only be committed to promoting equal opportunity but also to creating a culture that allows employees to discuss openly their concerns about discrimination in the workplace.

3 Racial Remarks in the Workplace: Humor or Harassment?

85

Terry L. Leap and Larry R. Smeltzer
Increasingly, employees are bringing cases involving

teasing and joking at work before the Equal Employment Opportunity Commission and the courts. The authors provide useful observations for helping employers recognize harassing behavior and set appropriate corporate policies to prevent it.

Part III Women in the Workplace: New Ways to Think About Work

1 Two Women, Three Men on a Raft Robert Schrank

93

A rafting trip with Outward Bound gives a male executive insight into the relationship between men and women at work. Reflecting on his experiences, the executive illustrates the many levels on which men subvert the authority of women in their organizations, while reinforcing attitudes of mutual male support.

2 Coping With Comparable Worth George P. Sape

107

Cases of inequity in compensation and employment practices are increasingly being brought to the courts. The author reviews the recent pattern of legislative rulings and judicial decisions, offers a case study of one firm's efforts to review its own practices, and concludes with a set of general guidelines for other firms to follow.

3 Women as a Business Imperative Felice N. Schwartz

123

The author offers some tough talk about the limitations of current corporate efforts to integrate women effectively into the managerial ranks. In a memo to a fictional CEO, she identifies the costs firms pay for failing to develop women as an essential resource.

Part IV	AIDS in the Workplace:	
	anizational and Individual Experi	ences

1 Uncommon Decency: Pacific Bell Responds to AIDS 141

David L. Kirp

AIDS confronts companies with new issues, including employee benefits and fears, education and prevention programs, and public image. The story of Pacific Bell's examination and transformation of its own culture and policies illustrates the kind of leadership that business can take in dealing with this disease.

2 Nothing Prepared Me to Manage AIDS Gary E. Banas 163

Over a period of four years, the author had to deal with two consecutive cases of AIDS in his management team. The challenges of balancing employee and company needs forced the author to reevaluate his managerial assumptions.

Part V Emerging Issues in Workplace Diversity

1 Dealing with the Aging Work Force Jeffrey Sonnenfeld 179

In light of demographic trends, the author refutes stereotypes about older workers and identifies key challenges to organizations that wish to maximize the productivity of employees as they age.

2 Business and the Facts of Family Life Fran Sussner Rodgers and Charles Rodgers With a focus on shifting demographics, evolving employee attitudes and expectations, impacts on productivity, and concerns about the future of the nation's youth, the authors illustrate the need for new attitudes and policies concerning working families,

positioning the issue of work and family interaction within the broader one of corporate responsibility and purpose.

3 How Technology Brings Blind People into the Workplace 215 Julia Anderson

The author offers a provocative glimpse of the ways in which visually impaired individuals can make significant contributions to businesses as well as the reasons employers shy away from giving them the opportunity. At a broader level, this article illustrates a shared reticence to deal with people who are "different."

Part VI Managers Wrestle with the Issues

1 The Case of the Unequal Opportunity Mary C. Gentile

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A major producer of small appliances and yard equipment faces deeply engrained attitudes when a proposed international appointment for a high-performing product manager is resisted because of the candidate's race. Four experts comment on the case and suggest action plans for the characters.

2 A Case of AIDS

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Richard S. Tedlow and Michele S. Marram
In this three-part case, the authors follow the manager of a sales and customer service team as he makes a series of decisions about the promotion of a person with AIDS. Three experts offer guidance and personal experience regarding the concerns of employees and managers as they confront the wide range of issues presented by this situation.

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		How should a manager at a conservative business respond when a gay employee requests permission bring his partner to a major company/client event? the manager tries to sort his own personal feelings from his concerns about the firm's reaction, seven commentators help place these issues in a wider leg social, and competitive context.	As
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