

A Theoretical Approach to the Experience of Diversity Management: Mead Revisited

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ABSTRACT The growing importance of managing workplace diversity necessitates investigating leadership style as a component of diversity management experience. The article described the interactionist viewpoint as an underpinning theory in the study of leadership style as a component of diversity management experience. The employee experience of diversity management is interpreted through symbolic meaning. The individual is constantly reacting to an organized community in expressing himself and attitudes involved are gained from the group, but the individual has the opportunity of giving them an expression. Symbolic interactionism stresses the form of interaction that emerges from a particular situation. Leaders play a pivotal role in establishing the character and nature of the organisation experienced by employees. The leaders of organisations are tasked with differentiating their organisations through greater efficiencies in performance, within a changing environment in which nationality, colour, religion, ethnicity, disability, gender, sexual orientation and generational differences are key elements of the diverse workforce.