

# A STUDY OF SELECTED HR PRACTICES IN MANAGING A MULTICULTURAL WORKFORCE: BUILDING DIVERSE AND INCLUSIVE WORKPLACES

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## Abstract

In today's globalized world, it is imperative for businesses to effectively manage a multicultural workforce and create diverse, inclusive work environments. An organization's success in attracting and retaining talent from various cultural backgrounds largely depends on the HR practices in place. Human resources departments should start promoting diversity at the application stage. Inclusion in the workplace can be fostered by using diverse recruitment channels and avoiding biased language in job postings and requirements. In addition, HR experts can lessen the impact of implicit bias during the preliminary screening process by employing blind recruitment strategies. Diversity training programs should be implemented as a standard HR procedure, and these programs can help dispel myths and biases about other cultures among employees. When employees receive empathy and understanding training, the workplace becomes more welcoming, where people of all backgrounds can work together productively. Employees can be reminded of the importance of diversity and inclusion by attending training sessions regularly. The study's primary objective is to investigate the strategies employed by the human resources departments of these companies in response to the unique challenges posed by a heterogeneous workforce. **This study focuses on the human resource strategies used in the private industry.** The purpose of this research is to conduct a critical literature assessment on the influence of human resources practices and policies on the perspectives and attitudes of employees toward organizational leadership. This study will examine human resource strategies implemented in the public sector to foster diversity, equality, and inclusion. The analysis will encompass various initiatives, such as affirmative action and cultural competence training. The study's results shed light on the various corporate diversity initiatives, such as recruitment and selection programs, educational and training endeavors, advocacy groups, and audits.

**Keywords:** Diversity Management, Workforce, HRM Interventions, Inclusive workplaces

## 1. INTRODUCTION

The corporate sector is increasingly concerned with diversity management beyond the scope of affirmative action and equal employment opportunity legislation. Top-level management's dedication to diversity ideals and HR managers' efforts to foster an inclusive work environment are critical components of effective diversity management (Ashikali, 2015). To better understand the effects of HR practices and policies on the views and attitudes of employees toward organizational leadership, this study aims to perform a critical literature review on the issue. **Ashton (2018) found how many corporate diversity initiatives are being designed and executed**, such as recruitment and selection programs, training, support groups, audits, etc.

The business community in India is also coming around to the idea that diversity is good for the economy, politics, and society. The relevance of variety in today's economic environment has grown due to globalization, changing labor markets, collaborative approaches, the emergence of the service economy, mergers and alliances, and other developments (Davis, 2016). Businesses benefit from diversity initiatives because they lead to greater creativity, innovation, global awareness, flexibility, and productivity. Fewer and fewer companies, but a