



Case Study: Global Manufacturer - Our Cultural and Language differences are dividing our Division!

Situation

Our global manufacturing client was experiencing cultural, class and language issues in one of its manufacturing divisions. The plant's production schedule, quality goals and return rate goals were in decline. Morale and engagement were suffering due to stress and recent plant closings.

Task

The plant manager and Human Resources decided to address the issues facing the plant and employees.

Action

PRISM investigated the current plant situation by interviewing plant executives, human resource professionals, and plant managers and by conducting employee focus groups.

Following the assessment, reports and feedback sessions with prioritized recommendations were provided to the Executive Team. The feedback sessions resulted in decisions to further investigate systems issues, overall policy issues, etc. It was also decided that providing insights and tools for working better together across the multitude of complexities that existed within the plants would open dialogue and communicate expectations for working more respectfully.

PRISM customized its *Bridging Cultures*[™] training program to address specific issues uncovered by the interviews and focus groups. Sessions were conducted for employees and for managers by two senior cross cultural experts who mirrored several of the cultures represented within the plant environment. The selection of the facilitators was the key to gaining credibility and increasing trust.

Result

The *Bridging Cultures*[™] training increased employee awareness and understanding by addressing the specific issues and concerns raised in the interviews and focus groups. Training was appreciated and well received by employees. Employees felt validated and valued. Tools were provided for implementing PRISM's recommendations for next steps.

On plant manger stated that the training made a huge difference in morale, attitude and performance. The plant will continue implementing many of the recommended suggestions.

About PRISM International, Inc.

[PRISM International, Inc.](#) is a WBENC certified, full-service provider of innovative, proven consulting services and training programs and products for Leveraging Diversity & Inclusion, Managing Talent,, Increasing Global & Cross Cultural Effectiveness and Preventing Harassing & Discriminatory Behaviors

Since 1992, PRISM has assisted over 200 organizations in 23 countries by providing a systemic process and best-in-practices performance solutions focusing on optimizing the opportunities and complexities of the workforce, workplace and marketplace.

PRISM is the parent organization of the [Association of Diversity Councils](#), and the founder of the annual [Diversity Council Conference](#) and the [Diversity Council Honors Award](#).

For more information about this program contact us by emailing info@PrismDiversity.com or calling 888.997.7476.