Assignment #4: Technology, Diversity, and Ethics

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A leader within an organization has to be aware of many things in order to be successful. One of the many things a leader has to be aware of is how they can meet the future ethical challenges of technology and diversity within an organization. If a leader is not aware of the ethical challenges that technology and diversity can bring, then it could cause them to struggle and set the organization up for failure. A leader needs to understand the potential ethical issues they might encounter while managing technology and diversity within an organization. It is also important for a leader to have a good understanding of how to mitigate potential ethical issues created by technology and diversity within the organization.

**Potential Ethical Issues Leaders Might Encounter While Managing Technology and Diversity**

A leader within an organization has to be aware of many things that could possibly effect the organization in today’s time and know how to properly respond. Both technology and diversity could cause some ethical issues to surface within an organization. Although technology can do a lot of good for an organization by using it to come up with solutions to problems or even be a volatile disruption to work, organizational culture and affect the performance of associates within an organization. The reason why technology could bring up some ethical issues is because if the leadership within an organization does not properly manage the technology available within an organization it could have negative effects on the culture and the overall performance of the associates within the organization (Cascio & Montealegre, 2016). A major concern of technology is ensuring that associates are properly trained on it, because if they are not properly trained then it is possible they could push back on the use of the technology (Brusoni & Vaccaro, 2017). If associates push back on the technology being used within an organization it could have a negative effect on the culture, climate, and the overall organization as a whole (Sharibudin et all, 2018). It is also important for a leader to understand if technology is indeed used correctly it could be a solution to problems or issues found within the organization in question. When associates are properly trained on the use of technology then it could actually help increase the profit and help transform the business in question to operate better in the long run (Migliore & Chinta, 2017). Organizations which use technology are more likely to have more innovation and experiments taking place which could benefit the organization as a result (Kane, Palmer, Phillips, Kiron & Buckley, 2018). In other words, technology can be help an organization increase work performance of associates, address issues, and help the organization achieve its mission that it has set out to achieve (Schwarzmüller, Brosi, Duman & Welpe, 2018).

One of the ethical issues which could occur within a diverse organization is when associates are not being treated fairly or equally. Having a diverse organization will require a leader to have a good understanding of what the different cultures are which can be found within the organization consider to be appropriate behavior. A leader can actually use technology to help ensure associates are indeed being treated fairly and equally. The reason is because technology can have major implications on a diverse organization due to the fact that it can impact how communication is carried out and how associates will interact with one another across the organization (Nickitas, 2019). Technology has changed the way leaders, associates, and all stakeholders now interact with one another on a daily basis. A leader must understand using technology correctly within an organization can have some positive impacts on the organization such as leading to better team cohesion, higher confidence within the organization and also help build trust amongst the organization and the leadership (Wei, Thurasamy & Popa, & 2018). One of the advantages of technology is it can be used to better communicate with associates and keep them informed at the same time. It is extremely important for leaders to understand that even though technology can be used to communicate with associates, associates still prefer to have face to face interactions rather than just getting an e-mail communication (Braun, Hernandez Bark, Kirchner, Stegmann & Van Dick, 2019). A leader needs to utilize both technology and face to face communication with associates in order to be successful in having a smooth running organization. Technology also makes it easier for associates to reach out to the leadership about concerns they have and in turn could mean that the leadership can possibly address the concerns quicker for the associates. If a leader ignores the impact technology can have on communication, it could have a negative impact on the organization as a whole. When looking at some organizations that have failed or went out of business, one reason or cause was the lack of communication between associates and the leadership of the organization (Garicano & Rayo, 2016). A leader who uses technology can ensure that associates have the necessary information needed to carry out their jobs properly. In other words, leaders must ensure they are treating all of their associate equally and fairly across the organization and make sure that associates are properly trained on the use of technology within the organization. By carrying out both of these steps it will allow the organization a better chance at success overall.

**Strategies Leadership Can Use to Mitigate Ethical Issues Created by Technology and Diversity**

A leader must understand what strategies can be used to help mitigate any sort of ethical issues created by both technology and diversity within the organization. One of the best ways to mitigate any sort of ethical issues caused by technology is to ensure that associates are properly trained on the technology used within the organization (Brusoni & Vaccaro, 2017). When associates are properly trained, they will know what is expected of them and know how to carry out their jobs properly with the resources they have been trained on (Aleem, Purwani, Ali, Ali & Bhojani, 2018). An important strategy a leader can use to mitigate ethical issues created by a diverse organization is to take steps to get associates to work together who are different from one another and have a culture which supports cooperative behavior amongst the staff (Hajro, Gibson, & Pudelko, 2017). With that said, there are two steps a leader can take to help build a diverse workforce that will work well together, help build trust amongst the team in question and have a culture within the organization that suppurate collaboration (Peterson, 2016). A leader who builds trust within an organization between the diverse workforces will cause associates to be more willing to work better together (Hajro, Gibson & Pudelko, 2017). Just by building the trust levels between the associates will help associates work better together and help reduce possible ethical issues that might arise if associates were working against each other within an organization.

**Conclusion**

There are many things a leader must be aware of in order for them to ensure the organization is successful overall. It is important for leaders to know how they can meet the ethical challenges presented as a result of a diverse environment and the use of technology within the organization. If a leader ignores the challenges that could arise from the use of technology and having a diverse work environment, it could cause some issues of the organization overall. A leader must understand one way to help overcome ethical issues within an organization is to build trust up within the organization with all of the stakeholder involved and have clear communication with everyone involved.

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