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Embracing Diversity in Organisations by Promoting Identity

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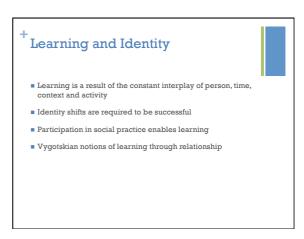
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+ Identity Specific organisational 'identities' enable success Constructed through previous experience, life, work Learning is central to identity Active community participation must be encouraged Identity is essential for understanding employee performance and engagement



+ The Business • 'Smart Debt Recovery' • West Yorkshire, UK • Debt purchase and collection • C.250 staff • Telephone Negotiators (Debt Collectors) • Telephone calls, letters, the dialler

