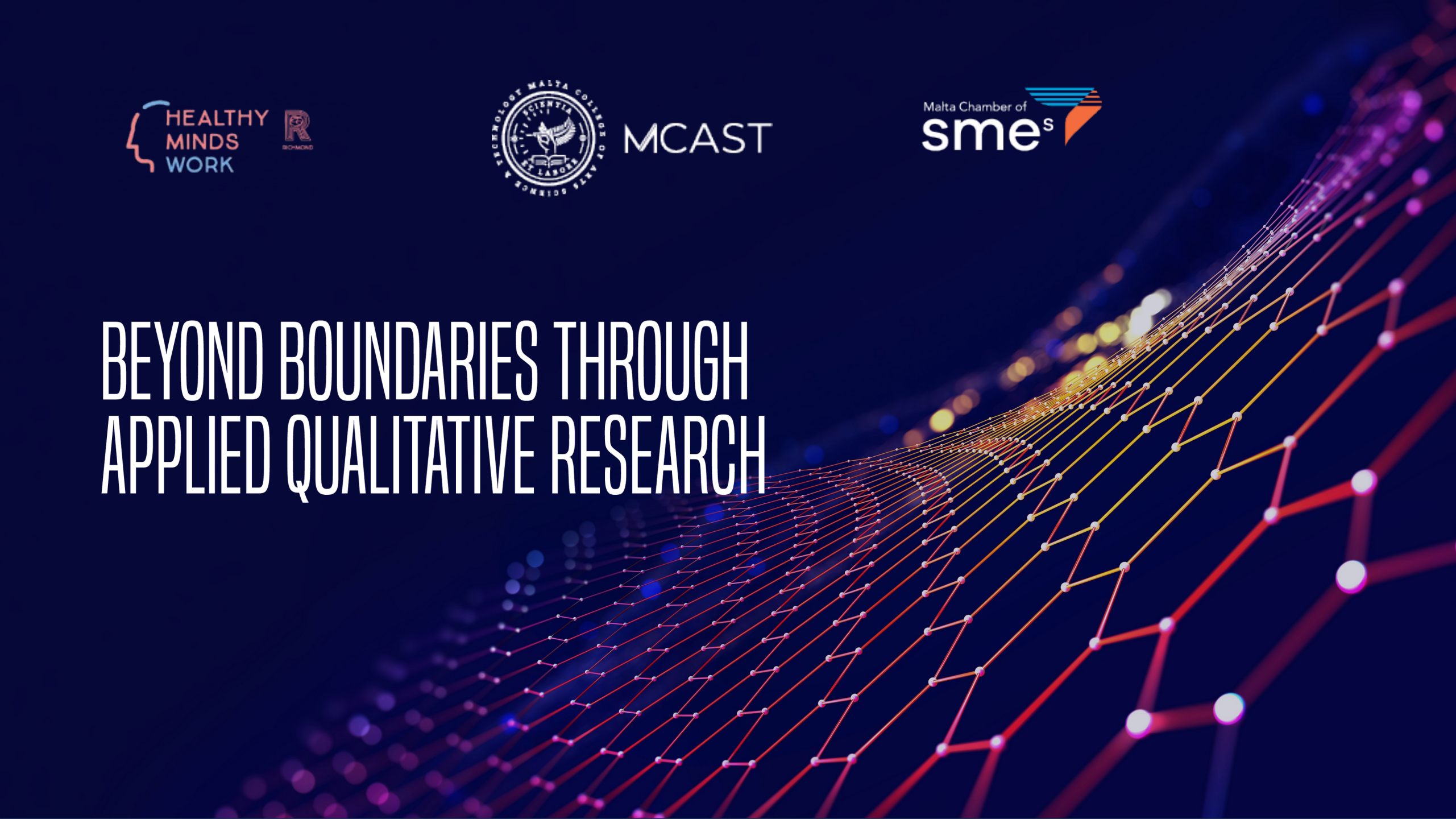




MCAST



BEYOND BOUNDARIES THROUGH APPLIED QUALITATIVE RESEARCH



Caring about Diversity & Wellbeing in Commercial Kitchens

Carmenrita Bugeja
PhD Candidate
University of Malta

Agenda

Introduction to Diversity and Microaggressions in the Workplace

Research Methodology and Theoretical Framework

Main Findings and Analysis

Discussion of Results

Summary and Closing

Introduction

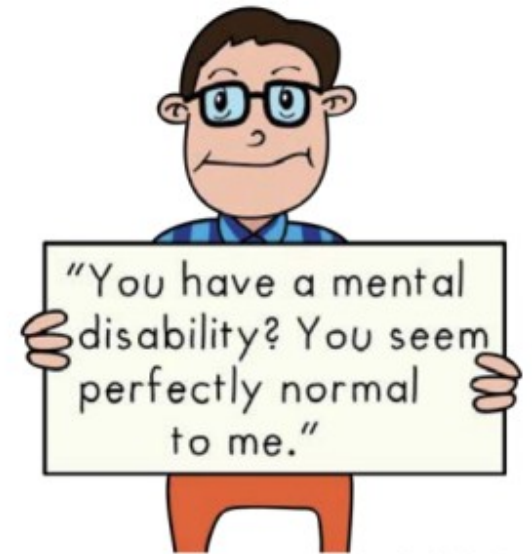
- Workplace diversity is increasingly prevalent, even in high-stress environments like the commercial kitchens.
- This presentation focuses on how diversity, when poorly managed, can lead to **microaggressions** that negatively impact the mental health and well-being of kitchen workers in Malta.

MICROAGGRESSION

The everyday verbal, nonverbal, and environmental slights or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership



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Research Methodology



Epistemology: Qualitative approach based on **institutional and intersectional ethnography**

Data Collection: Participant observation and interviews in a Maltese commercial kitchen

Theoretical Framework:

Social identity theory

Contact theory

JD-R model

Organisational justice theory

Method of Analysis

- Focused on the **role of microaggressions** in affecting the mental well-being of diverse employees.
- Analysed how job demands, inclusivity practices, and **daily subtle acts of discrimination** (microaggressions) contribute to mental stress.

Preliminary Research Results

- **Diversity Climate:** Kitchens often lack proper diversity management, leading to **frequent microaggressions**, particularly against foreign workers.
- **Microaggressions:** Employees experience subtle, often unintentional, acts of discrimination, such as **offensive jokes or dismissive remarks** about their background.
- **Mental Health:** Microaggressions lead to feelings of exclusion, anxiety, and decreased mental health, affecting job satisfaction and performance.

**Managing
Microaggressions
at Work**

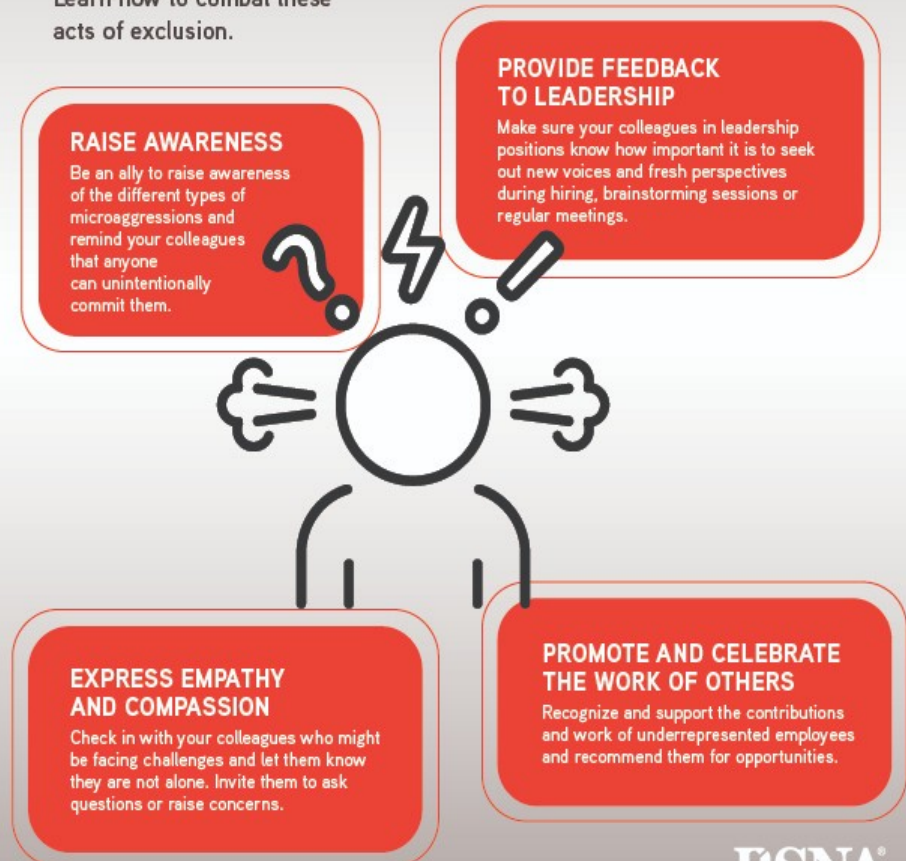
Results Analysis

- **Social Identity Theory:** In-group/out-group dynamics create environments where **microaggressions** are more likely to occur, reinforcing exclusion.
- **Contact Theory:** Properly managed contact between diverse groups can **reduce microaggressions** and improve relationships.
- **JD-R Model:** A supportive diversity climate, free from microaggressions, acts as a job resource that buffers stress and improves mental well-being.

WAYS TO COMBAT MICROAGGRESSIONS IN THE WORKPLACE

Subtly offensive words and actions, known as microaggressions, often leave fellow physicians, nurses, physician assistants and others feeling marginalized and excluded. These disruptive behaviors can cause workplace friction that can have serious consequences.

Learn how to combat these acts of exclusion.




Implications for Industry



- **Microaggression Awareness:** Educating staff on recognizing and avoiding **microaggressions** is key to fostering inclusivity.
- **Inclusive Practices:** Implementing clear policies to prevent **subtle forms of discrimination** and encouraging respectful communication.
- **Mental Health Support:** Offering resources and a safe environment to report microaggressions can help alleviate stress and improve worker mental health.

Summary

- **Key Findings:** Poorly managed diversity can lead to microaggressions, negatively impacting mental health.
- In contrast, positive diversity climates that address **microaggressions** improve well-being.
- **Strategies:** Encouraging an open dialogue on microaggressions, inclusivity training, and support systems are essential for reducing conflict and promoting harmony.




Addressing diversity alone is not enough;
companies must actively tackle
microaggressions to create a
truly inclusive environment.


By reducing these subtle but
harmful behaviors,
Maltese commercial kitchens can
foster a healthier,
more productive workplace.

Thank you for your attention.

Contact me on the details below for further info:

 Carmenrita Bugeja

 (+356) 79009925

 Carmenrita Bugeja
Sciberras

 carmenrita.bugeja.00@um.edu.mt