How to Write a Conclusion for a Report

Report question

Workplace diversity is now recognised as an important feature in organisations, especially in multicultural nations like Australia. What communication problems might arise in a culturally diverse workplace, and how can managers best deal with them?

Example introduction

> *Over the past twenty five years, since Australia embraced multiculturalism as a policy, issues of intercultural communication have become more and more prominent in the workplace. However, until relatively recently, little had been written on these issues, and even now, many organisational managers have no training or knowledge of how to deal with communication problems, even though most workplaces are staffed by people of diverse cultures. Particular problem areas include the difficulties that some non-English speakers have in understanding safety instructions (figures produced by the ABS in 1997 show that migrant workers have a higher incidence of accidents at the workplace); an ignorance of the different forms of non-verbal communication used by other cultures (for example it is considered impolite in some societies for an employee to look directly at his or her employer), which can lead to misunderstandings and unpleasantness; and the lack of knowledge about differing expectations. Based on interviews with managers and staff in six organisations (public and commercial), this report examines these three problem areas, and shows that many of the difficulties faced by both natives and migrants in the workforce are caused by a lack of awareness of, and training in, intercultural communication.*

Identify the various aspects of the introduction using these labels

The thesis statement explicitly states the specific focus of the report – to examine – and tells how this is achieved. i.e. through interviews.	This sentence explains the problem. Note that words from the report question are being reused to signal appropriate content
The scope points start here and identify the subjects to be examined.	This provides background information about the subject.