Abstract

The dissertation deals with the particularities of a mutual cooperation of hearing and deaf employees of the institution Tichý svět, o.p.s. The dissertation is divided into the theoretical and the application part.

The theoretical part is dedicated for the theme of the culture in the general concept, the culture of the organisation, and culture of the deafs. The thesis also deals with diversity management and communication in organizational management, focusing on communication in the intercultural team and description of the deaf communication systems. The theoretical part focuses, in its conclusion, on the team and teamwork, on conflicts and their solutions in the context of diversity management.

The objective of the application part was to analyze situations where there is a misunderstanding between the hearing and the deaf employees of the organization and to describe the specifics of this cooperation. At the end of the thesis the finding are discussed and recommendations made for the organization, which are aimed to avoid misunderstanding.

Key words: culture of organization, intercultural communication, deaf, Czech sign language, diversity, team, conflicts.