

REPRODUCIBLE MATERIALS

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Note to Facilitator about the Pre-Assessment Evaluation and Section Quizzes.

1. The **Pre-Assessment Evaluation** should be given at the beginning of the training session, before any training has begun, and before viewing the video program. The purpose of the **Pre-Assessment Evaluation** is to discover what participants' ideas about diversity are before training, and compare it to what they've learned after training. This could be a good indicator also of whether a participant needs further training on the subject.

2. The **Section Quizzes** are short tests that reflect what each participant has learned from the referenced video section. They should be used to generate discussion and to see how well the participants are learning the material. The **Master Answer Keys** are at the end of the Leader's Guide.

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DIVERSITY: FACE TO FACE
PRE-ASSESSMENT EVALUATION

Diversity: Face to Face is designed to help you understand and create a more respectful and dignified diverse workplace. Please fill out this assessment as honestly as you can. At the end of the training, you will have an opportunity to revisit these questions and see how your answers might have changed!

Pre-Assessment Evaluation

Answer the following questions as best you can. Expound upon yes/no/maybe answers a bit if you can.

1. What is a stereotype?

2. Are there positive stereotypes? If there are, are they offensive? Can you give examples?

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3. Is it OK sometimes to judge people by ideas about them such as "women are bad drivers"?

4. What is diversity in the workplace?

5. Are you a part of your workplace's diversity? If so, how?

6. Do you have things in common with people who seem different than you?

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7. Do you judge people by their ethnicities, religions, appearance, or anything other than as an individual?

8. Are there fundamental differences between different people that make it difficult to get along?

9. Do people who are different than you make you uncomfortable?

10. Is a diverse group of people in a workplace an asset?

11. Would you encourage or discourage diversity in the workplace?

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12. What are some advantages to a diverse workplace?

13. Are there any disadvantages?

14. Is diversity important to business in today's world?

15. Why would diversity be important to a global economy?

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STEREOTYPE QUIZ

1. What stereotype is implied when the two women take their purses with them when they leave the office?

2. Are the way you grew up and were taught valid excuses for stereotyping someone?

3. What should you do if you stereotype someone to help the situation?

4. What stereotype is implied against the young woman who loses an account? What is an example of a positive stereotype?

5. If someone behaves stereotypically, is that the whole person?

6. What should you do if you encounter someone stereotyping another person?

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SIMILARITIES QUIZ

1. Initially, what did the two men in the elevator have in common?

2. As human beings, what do we all have in common?

3. Although the woman and the gay man have differences, on what is their workplace relationship built upon now?

4. Are we capable of changing out attitudes and opinions? Are there times when we should?

5. Was the woman who was trying to help the physically disabled woman doing something wrong?

6. What should we seek out with other people?

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UNITY QUIZ

1. Why was the mandatory picnic at the water park such a bad idea?

2. Why did the company begin having different types of holiday parties?

3. Why was the man not invited to the party offended and hurt?

4. Can people be included all the time? Should you try to be inclusive all the time?

5. By what criteria should you never exclude others?

6. Is it important to help people feel wanted or needed at work?

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BENEFITS QUIZ

1. Why was the young woman cut from the team, and how did that affect the older woman and sales?

2. Are we all, as individuals, part of diversity?

3. What is “groupthink,” and what role does diversity play in it?

4. What about ourselves can be our “strengths”?

5. What are the benefits of a diverse workplace?

6. How should we treat all coworkers, and expect to be treated ourselves?

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ROLE-PLAYING SCENARIOS

STEREOTYPES

All your coworkers love to joke around with each other. One day, an overweight coworker seems sad, in a bad mood. Before you can talk to her, a coworker tells her to cheer up, that "people like her are supposed to be jolly, not downers." She obviously doesn't think it's funny, and they both turn to you. What do you say?

One day at lunch break you're hanging around with several coworkers outside. One man, who is a bit older, is having a hard time getting his obviously new cell phone to do what he wants it to do. You notice and try to help. He becomes offended and tells you that just because he is older, he is perfectly capable of figuring out how to use his new phone. What do you say to him?

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You come across two coworkers talking in the hallway. One is African American and the other is Mexican American. They are obviously joking with each other, saying things such as "All you Mexicans want to do is knife fight and steal" and "Yeah, you black guys call each other brother because you probably all had the same father and don't know it." You notice that a young woman is working nearby, and is obviously becoming offended but won't say anything. What do you say or do?

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SIMILARITIES

A coworker approaches you, and wants to talk. She feels kind of left out in her department because she's the only woman. In her opinion, the men don't treat her the same as they treat each other, so she tends to stay quiet and spend time with other women from other departments when she can. She is thinking of transferring because of it. What do you say to her?

You love the fact that your workplace is very diverse, but some coworkers' behaviors don't fit into your personal moral belief system. You've reached a dilemma because they approach you to join them and hang out, but you feel like you would be compromising what you believe in. On the other hand, you know they are good people. They ask you to come out with them tonight. What do you say to them?

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One coworker in your workplace really annoys you. You have nothing in common with her, and actually don't enjoy anything she likes, which she talks about all the time. You feel like you can just ignore her, but by doing that, your coworker is now rude to you. What do you say or do?

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UNITY

Nobody in your workplace really rallies and gets enthusiastic about teamwork. Many people are secretive and private about what they are working on, even though you are all working on the same project, and sharing ideas would help you all. Morale seems down, and you want to do something about it. What do you do?

You notice that John, a coworker who has a mental disability, seems upset and quiet. Usually he's very fun, talkative, and very good at his job. You approach him and try to say hello, but he just leaves. A new coworker approaches you and says "Why does the company hire people like that? We need people who can actually think to do their job here. He's a waste of space." What do you say to her?

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Your workplace is very diverse, but you've noticed a trend lately. The younger employees and the older employees aren't really working together that much any more. The young people seem to only want to hang out with each other, work near each other and be with each other at breaks. You've even seen younger employees bypass older employees to consult with people of their own age, even though the older employees have much more experience. At the same time, you've also noticed that the older employees have seen the same thing, and seem either hurt or resentful. You know this could damage morale and even productivity. What do you do?

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BENEFITS

You distrust a coworker because he is from another country and has a thick accent. You don't want to work with him because you fear he might slow you down and also make your coworkers tease you about him. The man comes to your desk and asks if you could help him with some problems he is having. You notice some coworkers watching and smiling. What do you do or say to the man?

You've noticed lately that everyone you work with on your project thinks the same. It's like you are all stale, and have run out of ideas. You don't want to go to any other *project group* for help because they are too busy with their own project, but don't know how to solve the problem. You are stymied, and getting worried about your upcoming deadline. What do you do to kick-start your group?

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Lately, you've been receiving more and more calls from clients from other countries, international clients. The tech support team and marketing team *did* recently announce a global Internet marketing push, so that may be why. Most speak your language, but many have very thick accents. Although you want to help, you sometimes have trouble understanding them, and you lose customers. You worry about that, but can't think of a solution. You don't really know anyone in the company that makes calls like you because you are a very private person. But your sales are going down. What do you do?

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