Diversity Awareness: What Does it Offer?

In the workplace, diversity awareness creates strength within a team and allows everyone to feel respected and valued regardless of their differences.

Achieving organizational goals are increased when people feel valued and respected.
Agenda

Define Diversity Awareness

Say No to Discrimination: It’s the law not just a request

How does your own values and beliefs play a role in communicating with others?

Discuss cultural values and attitudes and learn universal ways to effectively communicate across cultures.
  • Communication styles
  • What style of communication do you use and how understand others who use different styles.

How to develop cultural awareness in your work environment
Discrimination/Harassment

- Discrimination--an action or behavior based on a belief held for a specific group of people.
- Harassment--Harassment.
  - Harassment is a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA).
  - Harassment is unwelcome conduct that is based on:
    - race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
    - Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or lawsuit under these laws; or opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws.
  - To be unlawful, the conduct must create a work environment that would be intimidating, hostile, or offensive to reasonable people.
  - Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Harassment can occur in a variety of circumstances, including, but not limited to, the following:
    - The harasser can be the victim's supervisor, a supervisor in another area, an agent of the employer, a co-worker, or a non-employee.
    - The victim does not have to be the person harassed but can be anyone affected by the offensive conduct.
    - Unlawful harassment may occur without economic injury to, or discharge of, the victim.

**For more information about laws, regulations, and guidance you can visit The US Equal Opportunity Commision at [https://www.eeoc.gov/laws/types/harassment.cfm](https://www.eeoc.gov/laws/types/harassment.cfm)**
Employee Protection (Whistleblower) Policy

• If any employee reasonably believes that some policy, practice or activity of The Arc Prince George’s County is in violation of the law, that employee must file a written complaint with the Executive Director or the Board President.

• The Executive Director or the Board President will assure that all complaints are promptly investigated and reported to the Board of Directors.

• An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of The Arc and provides The Arc with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described is available only to employees who comply with this requirement.

• (Non-retaliation) The Arc will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of The Arc, or of another individual or entity with whom The Arc has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.
  • The Arc will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body any activity, policy, or practice of The Arc which the employee believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.
Acknowledging Differences: Respect Them

**Awareness** - Knowledge or perception of a situation or fact

**Diversity** - Differences that make us special and unique. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other any other ideologies.
Key Notes:

- Remember that you need a balance of understanding the diversity and complexity of other people as well as understand facts versus your opinion.
  - Diversity can be what makes us unique and it can be what makes us a part of something bigger. What makes us unique can be anything. Take about 10 minutes to complete the keychain icebreaker.
- Keychain Icebreaker: Everyone shares a fact related to themselves based upon how many keys they have on their keychain. Cap facts @ 5 keys if you have more than that.
- Always remember that the information you are sharing about yourself are facts because you are sharing the information about yourself; you are the expert on yourself. If someone else was sharing information about you, then this information becomes opinion or heresy.
1. Has been married 4 years to their husband and plans on adopting a child within the next year.
2. Lived with their parents until they got married at the age of 24
3. Was chess champion at their college 3 years in a row.
4. Has high cholesterol and suffers from arthritis
5. Has never been out of the city they live in.
6. Has 2 Master's degrees and owns their own business

Match each description with an image:
• Has been married 4 years to their husband and plans on adopting a child within the next year.
• Lived with their parents until they got married at the age of 24
• Was chess champion at their college 3 years in a row.
• Has high cholesterol and suffers from arthritis
• Has never been out of the city they live in.
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PeanutButter, Jelly, and Racism

Know Thyself

Are you aware of your own cultural values and biases?

1. Place your name in the center circle of the structure below.
2. Write an important aspect of your identity in each of the satellite circles -- an identifier or descriptor that you feel is important in defining you. This can include anything: Asian American, female, mother, athlete, educator, Taoist, scientist, or any descriptor with which you identify.
Circles of My Multicultural Self

Share a story about a time you were especially proud to identify yourself with one of the descriptors you used above.

Share a story about a time it was especially painful to be identified with one of your identifiers or descriptors.

Name a stereotype associated with one of the groups with which you identify that is not consistent with who you are.

Fill in the following sentence: I am (a/an) __________________ but I am NOT (a/an)_________________.

**So if one of my identifiers was "Christian," and I thought a stereotype was that all Christians are radical right Republicans, my sentence would be: I am a Christian, but I am NOT a radical right Republican.**
Check Yourself

## Defining the Roots of Discrimination

<table>
<thead>
<tr>
<th>Prejudice</th>
<th>Discrimination</th>
<th>Racism</th>
<th>Sexism</th>
<th>Homophobia</th>
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<td>an attitude about another person or group of people based on stereotypes.</td>
<td>an action or behavior based on a belief held for a specific group of people.</td>
<td>discrimination based on race/ethnicity</td>
<td>discrimination based on gender</td>
<td>fear of homosexual people or homosexuality</td>
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Increasing Cross-Cultural Communication in Your Workplace

1. Don't make assumptions about someone based on appearances.
2. Always be present and make sure that you use active listening when communicating within the workplace. Make sure you understand the emotional content of what is being said which can be lost if you are not paying attention.
3. It's not about you so don't take it personal.
4. Know the people you work with. Have some knowledge of the cultural backgrounds of the people you work with.
5. Remember that only 20% of the message being received is derived from the words used when communicating. The rest of the 80% of the message is decoded using body language, tone of voice, and non-verbal communication.
6. Patience—Take your time to make sure you understand and ask questions if you don’t.
Communication Styles

Analytical—The Analytical is polite but reserved, logical, fact- and task-oriented. This person’s focus is on precision and perfection. Other strengths include persistence, diligence, caution, and a systematic approach.

Amiable--Devoted, consistent, dependable, and loyal, the Amiable is a hard worker and will persevere long after others have given up. He or she is a team player, cooperative and easy to get along with, trustful, sensitive and a good listener. Working in groups with cooperative individuals, the Amiable tries to avoid confrontation. He or she enjoys company, performs best in a stable environment, and often has a stabilizing effect on others.

The Driver--The Driver is a high achiever—a mover and shaker who is definitely not averse to risk. The individual is extroverted, strong-willed, direct, practical, organized, forceful, and decisive. Look for someone who tells it the way it is and is very persuasive. Watch out or you’ll be worn down and bowled over. A driver is task- rather than relationship-oriented and wants immediate results.

The Expressive--The Expressive, a verbally adept personality, is engaging, accommodating, supportive of others, persuasive, socially adept, and relationship- rather than task-oriented. He or she loves to be one of the gang, and is always ready for something new and exciting, especially if the gang is ready to participate. Additional strengths include enthusiasm, diplomatic skills, and the ability to inspire others.
Activity – Communication Style self-Assessment

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Total Driver Score: ____________________
Total Analytical Score: ____________________
Total Amiable Score: ____________________
Total Expressive Score: ____________________
### Peter Urs Bender's Guide to Strengths and Weaknesses of Personality Types

Each communication/personality type has different strengths & weaknesses. Here are some things to watch for in yourself, and in the people you work with.

<table>
<thead>
<tr>
<th>Type</th>
<th>Strengths</th>
<th>Potential Weaknesses</th>
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<tbody>
<tr>
<td>Analytical</td>
<td>Thinking</td>
<td>Excludes feelings from decisions</td>
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<td></td>
<td>Thorough</td>
<td>Goes too far; perfectionist</td>
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<td></td>
<td>Disciplined</td>
<td>Too rigid or demanding of self/others</td>
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<td>Amiable</td>
<td>Supportive</td>
<td>Tends to conform to wishes of others</td>
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<tr>
<td></td>
<td>Patient</td>
<td>No time boundaries; things do not get done</td>
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<tr>
<td></td>
<td>Diplomatic</td>
<td>Not assertive or directive</td>
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<tr>
<td>Driver</td>
<td>Independent</td>
<td>Has trouble operating with others</td>
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<tr>
<td></td>
<td>Decisive</td>
<td>Does not take time to consider other perspectives</td>
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<tr>
<td></td>
<td>Determined</td>
<td>Domineering; too focused on doing it &quot;my way&quot;</td>
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<tr>
<td>Expressive</td>
<td>Good communicator</td>
<td>Talks too much</td>
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<tr>
<td></td>
<td>Enthusiastic</td>
<td>Comes on too strong</td>
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<td>Imaginative</td>
<td>Dreamer; unrealistic</td>
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Communicating With a Driver

• Communicating with a Driver/Action oriented person:
  • Focus on the result first; state the conclusion at the outset.
  • State your best recommendation; do not offer many alternatives.
  • Be as brief as possible.
  • Emphasize the practicality of your ideas.
  • Use visual aids.
Communicating with a Process/Analytical oriented person

- Be precise; state the facts.
- Organize your discussions in a logical order
- Background
- Present situation
- Outcome
- Break down your recommendations.
- Include options and alternatives with pros and cons.
- Do not rush a process-oriented person.
- Outline your proposal
Communicating with a People /Amiable oriented person

• Allow for small talk; do not start the discussion right away.
• Stress the relationship between your proposal and the people concerned.
• Show how the ideas worked well in the past.
• Indicate support from well-respected people.
• Use an informal writing style
Communicating with an Idea/Expressive oriented person

• Allow enough time for discussion.
• Do not get impatient when he or she goes off on tangents.
• Try to relate the discussed topic to a broader concept or idea.
• Stress the uniqueness of the idea or topic at hand.
• Emphasize future value or relate the impact of the idea to the future.
• If writing, try to stress the key concepts that underlie your recommendation at the outset. Start with an overall statement and work towards the particulars.
Recapping: Paying it Forward

Respect
- What does that look like?

Personal Bias Awareness
- Know thyself

Whistleblower
- You're either a part of the problem or a part of the solution

Legalities
- Discrimination and harassment are against the law
References


