



# Diversity Training

## Quick Reference Guide

### Five Easy Ways to Add Diversity to Your Workplace

1. Celebrate a festival from another culture.
2. Partner with a theatre to obtain discounts for foreign films.
3. Have a food festival with dishes from various cultures.
4. Start a diversity committee.
5. Invite guest speakers in.

### The Cornerstones of Diversity

#### Knowledge: Educate yourself about the people around you.

- Visit ethnic museums or memorials
- Take ethnic cooking classes or language classes
- Travel
- Attend different places of worship
- Watch movies or read books about stereotypes (To Kill a Mockingbird, Amistad, Schindler's List, and Ghosts of Mississippi are some excellent resources)
- Involve yourself with people that your perceived stereotype could apply to. Find out what they're really like.

#### Understanding: Put yourself in someone else's shoes.

- Blindfold yourself for a few hours.
- Try placing a phone call using a TDD device.
- Volunteer for an organization that provides services for people with disabilities.

#### Acceptance

Acceptance does not mean adopting the behaviors or rituals of a culture as your own. It also does not mean condoning behaviors that clash with your value system. Acceptance does mean respecting the values and behaviors of other cultures.

#### Behavior

Now that all the pieces are in place, you can begin to change your behavior.

### How to Discourage Diversity

If you want to discourage diversity, try these tips:

- Make assumptions about people.
- Hire just to fill Affirmative Action measures.
- Don't follow up after training.
- Neglect learning opportunities.
- Don't listen to employees' wants or needs.
- Reward everyone the same way.
- Base decisions on stereotypes and biases.

### The Cornerstones of Diversity

In this day and age where people are celebrating their differences, it's hard to know what will offend people and what's acceptable. Some words are obviously unacceptable, particularly those that segregate based on race, religion, or gender. Here is a list of some other vocabulary that should be replaced.

Instead of...	Try...
Black sheep	Outcast
Guys (when referring to a group with both males and females)	People, folks, friends
Oriental	Asian; use specific nationality when possible
Acting like wild Indians	Out of control
Bitching like a woman	Complaining
Girls (when referring to females over 16)	Women
Policeman	Police officer
Mailman	Mail carrier
Handicapped	People with disabilities; people with special needs
Retarded	Developmentally challenged
Gifted children	Advanced learners
Uneducated	Lacking a formal education
No culture	Lacking European culture
Little woman or the wife	Your wife/his wife
Old people	Seniors; the elderly
Bitchy	Assertive
White lie	Lie
Flip chart	Easel
Jew down	Negotiate
Half-breed or mulatto	Multi-ethnic
Blacklisted	Banned

Here are a few ground rules that will ensure your speaking is politically correct.

- Don't make fun.
- Ask what a person prefers.
- Don't include ethnic traits in a person's description unless necessary.
- Apologize if you goof up.

## Dealing with Discrimination Claims

### Step 1

- Employee feels discriminated against

### Step 2

- Employee brings to attention of manager
- Manager evaluates complaint

### Step 3

- Manager meets with employee to explain evaluation
- If complaint is valid, manager and employee develop action plan

### Step 4

- If employee is not satisfied, meets with Human Resources
- HR and employee develop action plan

### Step 5

- If employee is still not satisfied, meets with lawyer to evaluate options

## The STOP Technique

When someone behaves inappropriately, use the STOP technique:

- **S:** State the inappropriate behavior objectively.
- **T:** Tell the offender how you feel when s/he performs this behavior. It's usually best to stick to your feelings so that this doesn't become a debate.
- **O:** Give the offender options. In addition to telling the person what you don't want them to do, offer several suggestions for what they can do.
- **P:** Illustrate the Positive results.

*Example:* "Bob, when you call my ideas retarded, it really hurts my feelings and makes me feel devalued. I would prefer that you use a different word, like silly or illogical. It would be even better if you could simply ask me to explain my idea further. I really feel that this could improve our working relationship and our communication skills. I think our ads would be a lot more creative, too."

### Some tips for making STOP work for you:

- Plan out what you'll say.
- When you talk to the offender, make sure you're in private.
- If the person does not change their behavior, try the process again.
- If the behavior does not change and it interferes with work, bring it to your supervisor's attention.
- If the behavior does change, show appreciation as soon as you can.

## Ways to Encourage Diversity

### Manager

- Provide flexibility for differences. A failure to do so could open your organization up to discrimination lawsuits. For example, if you give employees time off at Christmas, you must consider what you will do for those employees whose special holiday occurs at a different time of year.
- Make the effort to implement change in your organization. Start a diversity committee, organize a food or culture festival, arrange a discount program for foreign films, invite speakers in...
- Use the STOP technique if you hear inappropriate words or comments.
- Provide opportunities for education in the workplace. Set a good example for staff by continuing your education.
- Encourage employees to discuss their wants and needs. What will make them feel more included and appreciated?
- Keep the lines of communication open in general.

### Employee

- Be open-minded. If your employer is hiring a broader range of people, don't jump to conclusions or make assumptions. Make an effort to talk to these people as you would any new staff member, to learn about them and build a relationship. Make sure you focus on them as a person and as your co-worker.
- Set a positive example. Join the diversity committee, or when you go out to lunch with your co-workers, try a new kind of restaurant.
- Use the STOP technique if you hear inappropriate words or comments.
- Make sure you continue your education by reading books, watching movies, attending workshops, etc.
- Suggest ways to add diversity to the workplace. If you need time off for a holiday that is not recognized, ask and explain.
- Maintain a good working relationship with your manager.