

Assessment

Putting Diversity to Work

First Edition

The objectives of this book are:

- To explain how diversity adds value to an organization
- To present ways that organizations can support and improve their diversity practices
- To help readers explore their own beliefs and attitudes toward becoming more open to diversity
- To provide communication techniques and tools to help readers become diversity leaders
- To explain how to recruit, hire, and manage employees of diverse backgrounds and cultures



Assessment Questions for *Putting Diversity to Work, First Edition*

Select the best response.

1. Creating a workplace where people from all backgrounds feel included enables you to:
 - A. Attract the best people
 - B. Avoid possible lawsuits
 - C. Increase productivity
 - D. All of the above
 - E. A and C

2. Putting diversity to work in your organization means:
 - A. Your competitors will gain a competitive edge over you
 - B. Using people's diverse talents to solve problems in new ways
 - C. Expecting others to do things the same way you do
 - D. Greater success in the global marketplace
 - E. B and D

3. It is in your organization's best interest to focus solely on profits and keep other factors, such as employee satisfaction and investor confidence, secondary.
 - A. True
 - B. False

4. Your organization can show that it supports diversity initiatives by:
 - A. Being proactive in integrating diverse resources into everyday activities
 - B. Doing only what it must to obey compliance laws
 - C. Encouraging competitive thinking and focusing on special interests
 - D. All of the above
 - E. None of the above

5. An effective way to diversify your organization's supply chain is to:
 - A. Have a proactive outreach program
 - B. Set quantifiable goals for which managers and buyers are held accountable
 - C. Educate buyers and suppliers to develop and manage diversity programs
 - D. Train and mentor smaller suppliers
 - E. All of the above

6. Benchmarking to improve your organization's diversity practices allows you to:
 - A. Identify standards for diversity goals across your industry
 - B. Measure your organization's success in meeting diversity goals
 - C. Devise a single or perfect formula for making diversity an asset
 - D. A and B
 - E. All of the above

7. Which of the following statements is true?
 - A. The best way to deal with diversity is just to follow laws and policies.
 - B. Treating everyone the same will eliminate any problems.
 - C. Diversity concerns only human resources, not line managers.
 - D. All of the above
 - E. None of the above

8. When thinking about diversity and the ways you are different from other people, it is better to think of the least number of differences as possible.
 - A. True
 - B. False

9. In order to avoid the risks associated with "autopilot thinking" about others:
 - A. Look for ways the other person does *not* fit your ideas
 - B. Look for ways the other person *supports* your ideas
 - C. Be on guard against unfamiliar situations and people
 - D. Have prejudged notions of the other person
 - E. None of the above

10. You can learn more about other cultures and groups of people through:
 - A. Asking objective questions
 - B. Attending cultural gatherings
 - C. Searching the Internet
 - D. All of the above

11. How you lead and behave toward others has more power and influence than policies and regulations.
 - A. True
 - B. False

12. Becoming comfortable with different cultures, backgrounds, and lifestyles is easier when you:
 - A. Ask people why they do the things they do
 - B. Catch yourself disagreeing with someone and ask yourself why
 - C. Get feedback from someone who thinks differently from you
 - D. All of the above
 - E. None of the above

13. To transition through the change of a diversifying workplace effectively and avoid the effects of diversity shock, you should:
 - A. Remind yourself of the value of diversity
 - B. Try to change your way of doing things as quickly as possible
 - C. Not allow yourself to make mistakes with new people
 - D. All of the above
 - E. None of the above

14. To manage multicultural employees effectively:
 - A. Institute changes often to appear innovative
 - B. Set recognizable milestones for performance
 - C. Assign tasks based on your cultural assumptions
 - D. Concentrate your attention on analyzing problems
 - E. All of the above

15. You can show your organization's commitment to diversity on its Web site by:
- A. Using images that display a diverse group of people
 - B. Posting information about the organization's diversity
 - C. Updating the organization's diversity information regularly
 - D. All of the above
 - E. B and C
16. A good way to create and maintain trust while leading a virtual team is to:
- A. Avoid discussing differences in how people see and respond to an issue
 - B. Show your support personally and professionally
 - C. Do what you say you are going to do
 - D. A and B
 - E. B and C
17. When e-mailing across borders and cultures:
- A. Use long sentences
 - B. Spell out actions and deadlines for the reader
 - C. Use slang and other references to popular culture
 - D. All of the above
 - E. None of the above
18. You can never be completely objective when considering candidates for hiring and promotion.
- A. True
 - B. False
19. Which of the following questions is okay to ask during an interview?
- A. What is your race?
 - B. Do you have children?
 - C. What is your religion?
 - D. A and C
 - E. None of the above

20. In order to find employees who will be a good fit and stay on the job for the long-term:
- A. Know what type of work environment you want to create for your customers and for your employees
 - B. Focus only on what is necessary for the employee to do the job
 - C. Base your hiring decision on a job candidate's skills, not motivation
 - D. Avoid putting job candidates on the spot by asking questions about how they behaved in specific situations
21. When introducing new people into your organization, it is important to pass on informal norms about how things are done and how people communicate because they can sometimes be more important than the formal or written rules.
- A. True
 - B. False
22. The best employees to promote to management positions are the ones who:
- A. Are good at what they do
 - B. Know how to relate to all kinds of people
 - C. Both of the above
23. To encourage input from everyone on a diverse team:
- A. Change the meeting's format and try new ways of getting input
 - B. Ask less outgoing people for their ideas on a one-on-one basis
 - C. Break large groups into smaller ones
 - D. All of the above
 - E. B and C
24. If you dislike conflict and tend to let other people have their way, your conflict resolution style is:
- A. Avoidance
 - B. Accommodating
 - C. Charging in
 - D. Compromising
 - E. Collaborating

25. As a manager, you should deal with sexual harassment complaints by:
- A. Understanding your legal obligations and responsibilities
 - B. Dismissing the complaint if you think it was not significant
 - C. Passing complaints to the human resources department to deal with
 - D. All of the above
 - E. None of the above

Answer Key for Putting Diversity to Work, First Edition

Recommended response (Corresponding workbook page)

1. D (viii)	6. D (14)	11. A (38)	16. E (65)	21. A (85)
2. E (x)	7. E (23)	12. D (40-41)	17. B (71)	22. C (88)
3. B (3)	8. B (24)	13. A (45)	18. A (77)	23. D (94)
4. A (10)	9. A (34)	14. B (60)	19. E (80)	24. B (99)
5. E (13)	10. D (36)	15. D (62)	20. A (82-83)	25. A (104)