



Introduction

A Practical Approach To Diversity In the Workplace is a thoughtful, straightforward program that provides practical skills that you can use to create a respectful and inclusive workplace.

The program teaches you how to recognize and respond professionally and with respect in a variety of real world situations:

- **“It’s just an expression...”** How common expressions of speech can create friction
- **“It’s just a joke...”** How jokes can be “okay” within your own group but offensive to others
- **“She’s old news. He’s too green.”** How assumptions based on age or appearance can impact the working environment
- **“I didn’t understand one word...”** How people who share a language can interact in ways that make co-workers who do not know the language uncomfortable
- **“I’ll let that one slide...”** How casual statements can unintentionally reinforce negative stereotypes
- **“You should see her ‘qualifications’...”** How assumptions reported as fact can damage reputations and productivity



Human Resources

Discrimination/Harassment Protected Categories

- National Origin
- Sex (incl. sexual harassment)
- Citizenship
- Race
- Ethnicity
- Religion
- Creed
- Ancestry
- Disability
- Medical Condition
- Age
- Color
- Sexual Orientation
- Gender
- Gender Identification
- Pregnancy
- Qualified Veteran Status
- Marital Status



Affirmative Action

CSUH required by federal law to annually update faculty & staff affirmative action plans and statistical reports on affirmative action progress.

Categories:

- ◆ Minorities (E.O. 11246)
- ◆ Women (E.O. 11246)
- ◆ Individuals with Disabilities (Rehabilitation Act of 1973)
- ◆ Covered Veterans (Vietnam Era Veterans' Readjustment Act of 1974)

Video Key Points

Situation 1: It's just an expression ("Jew him down")

- Expressions, which are considered to be innocent and not intended to be offensive, may be offensive when they cross lines of different cultural experience
- When these "cross-cultural" misunderstandings occur, it is better to move away from "closed door" communication (right/wrong) and into "open door" communication that encourages exchanging meanings and exploring different perspective
- Either person or a third party may take responsibility to begin the conversation

Situation 2: Hey, it's just a joke!

- Rules that prohibit disparaging remarks include jokes associated with race, gender, ethnicity, religion and other protected categories. These rules must be applied and enforced consistently, no matter who may be involved
- The impact of the joke or expression outweighs the intent of the individual(s) involved in the behavior
- We must be willing to listen, consider the impact of our behavior on others, and make adjustments in these kinds of situations

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Situation 3: She's old news. He's too green.

- It is easy to “buy into” the general assumptions and stereotypes about age, race, gender, and other differences that exist in our society
- One way to avoid unfair and inaccurate conclusions is to question our assumptions
- Inviting others to question assumptions is a way to encourage respect and shift away from generalizations and harmful stereotypes

Situation 4: I didn't understand one word.

- Employees have a right to speak other languages in the workplace except when there is a specific job related requirement to only speak English
- The sharing of a common language more often has to do with the ease of communication and social interaction than any specific intent to exclude, isolate, or ridicule others who do not speak the language
- Feelings of exclusion can lead to perceptions and misunderstandings that are harmful to teamwork

Situation 5: I'll let that one slide. (Stranger on elevator)

- Little things we say in casual conversation can grow into big things if not addressed
- We can help one another pay attention to the potential impact of our words
- Not speaking up can result in misunderstandings that harm relationships with coworkers and students

Situation 6: You should see her 'qualifications.'

- Rumors stated as facts can impair relationships, damage reputations, and perpetuate stereotypes
- These conditions can lead to discriminatory practices including hostile environment or other negative consequences such as turnover and poor morale
- A respectful work place is one that discourages gossip and challenges malicious rumors



Questions to Ponder

1. What are some phrases you have had to change or stop?
2. What assumptions do you hold regarding certain people? e.g., older people
3. If you inadvertently made an offensive remark, how would you like it handled?
4. What are the effects of rumors and gossip?



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Session Evaluation

Please circle the number that best describes your evaluation of the training session.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The objectives of the program were clearly presented.	4	3	2	1
I understand the difference between diversity, EEO and Affirmative Action	4	3	2	1
This training program helped me define what it means to be culturally competent and how to use it.	4	3	2	1
I understand the benefit of respect in the workplace	4	3	2	1
I understand the importance of personal responsibility in promoting respect in the workplace.	4	3	2	1
Opportunities to ask questions and discuss issues were sufficient.	4	3	2	1
The session was well organized.	4	3	2	1

	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory
My overall rating of the presentation is:	5	4	3	2	1

The best part of the program was:

This program could be improved by:

Additional comments: