

Name: _____

Date: _____

Directions: Circle or briefly write the best answer for each question.

1) Name 4 differences we bring to our workplace:

1. _____ 2. _____

3. _____ 4. _____

2) To be diverse, learn to _____ differences in cultural practices and experiences.

- a. Deal with
- b. Appreciate
- c. Criticize
- d. Handle

3) Effective communication mainly involves what three things?

- a. Empathy
- b. Mutual Respect
- c. Indifference
- d. Inclusion
- e. Answers A, B, D

4) Stereotypes can originate from:

- a. Personal experiences
- b. Media portrayal
- c. Family/peer influences
- d. All of the above

5) Barriers to diversity include:

- a. Stereotypes, opposing change, & communication challenges
- b. Mutual respect, empathy, and inclusion
- c. Friendship, understanding, kindness
- d. Bullying, harassment and discrimination

6) TRUE FALSE Being known for respect and diversity means more customers and suppliers want to do business with us.

7) TRUE FALSE To have mutual respect you must be willing to consider alternatives other than your own, without devaluing other people's input.

8) TRUE FALSE Stereotypes are not based on false assumptions.

9) TRUE FALSE Prejudice is formed before gaining knowledge of or examining the facts.

10) TRUE FALSE Diversity creates limited employee satisfaction.