ACTIVITY 10.7 | Managing Retention and Inclusion

Think of your organization as it relates to managing a diverse staff, then read the following 15 questions and respond to each by putting a check in the column that is most true and appropriate for your organization.

	Usually	Sometimes	Rarely
1. Employees of all groups feel valued, respected, and included.			
2. Managers engage staff in discussions about job satisfaction and career development.			
3. Changes in systems and processes are initiated to create more equity and accessibility.			
4. Employees spend time (e.g., lunch, breaks) with people who are different from them in a variety of ways.			
5. Managers are coached on how to deal with diversity-related problems that lead to turnover.			
6. Policies are reviewed annually to assure they are inclusive.			
7. From a policy and relationship standpoint, it is clear that ethnic, gender, racial, religious, etc., jokes are off limits.			
8. Retention issues and obstacles are discussed at regular management or work team meetings.			
9. Managers are held accountable for fair treatment and respectful behavior.			
10. People speak up when necessary to let others know that derogatory comments and exclusionary behaviors are out of bounds.			
11. Managers have effective resolution strategies for use when there are conflicts in the workplace.			
12. The strategic advantages for retention and inclusion are made clear to all.			
13. Staff members make an effort to include newcomers.			
14. Managers see retention and inclusion as part of their responsibility.			
15. Leadership speaks publicly and supportively about the organization's retention-and-inclusion initiatives.			

Scoring:

Usually: 2 points; Sometimes: 1 point; Rarely: 0 points

Individual attitudes and behaviors; items 1, 4, 7, 10, 13   _____

Managerial skills and practices; items 2, 5, 8, 11, 14   _____

Organizational values and policies; items 3, 6, 9, 12, 15   _____

                                                   Total   _____

From a quick scan of the data, where is your group doing well? What opportunities exist for moving forward? What aspects (individual, managerial or organizational) need the most attention?