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**ACTIVITY 9.4 | Diversity-Related Performance Standards for Managers**

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- Hiring, retaining, and promoting individuals from diverse backgrounds.

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  - Coaching and grooming diverse individuals for advancement.

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  - Building cohesive, productive work teams from diverse staffs.

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  - Resolving diversity-related conflicts between staff members.

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  - Maintaining a low rate of discrimination and harassment complaints.

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  - Developing staff through delegation.

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  - Planning and leading effective meetings with a diverse staff.

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  - Learning about the cultural norms and values of employees.

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  - Helping new employees acculturate to the organization's norms.

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  - Providing cultural-sensitivity training for staff.

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  - Attending cultural-awareness training and applying learning with own staff.
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