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Suggestions for Using “Symptoms That Indicate a Need for Diversity Training”

Objectives:

- Gather input about needs in order to tailor the training.
- Pinpoint specific issues that indicate diversity challenges.

Intended Audience:

- Diversity council members
- Managers and employees in an organization contemplating diversity training
- Training and HR staff members

Materials:

- Copies of the *Symptoms That Indicate a Need for Diversity Training* worksheet
- Easel and flipchart

Processing the Activity:

- Distribute copies of the worksheet and have participants check any symptoms that are evident in the organization. Participants may also add other symptoms they see.
- Poll the group and tally responses on a flipchart to see which symptoms are most evident.
- Lead a discussion of the symptoms and their impact.
- Have the group prioritize the symptoms most in need of being addressed.

Questions for Discussion:

- Which symptoms have the biggest negative impact on teamwork, productivity, or service?
- How might training help address these issues?
- What awareness, knowledge and/or skills would you want training to provide?

Caveats, Considerations, and Variations:

- Data collected using this tool is most useful if it comes from a cross section of employees so you get an accurate representation.