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## Assessment 13-1

### Diversity Self-Awareness

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**Instructions:** Rate yourself for each statement on a scale of 1 to 5. Be open and honest with yourself. Put a checkmark in the appropriate box.

KEY: 1 = RARELY 3 = SOMETIMES 5 = ALWAYS

	1	2	3	4	5
1. I recognize that there are many ways a person can experience discrimination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am aware of the main characteristics of my own culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I understand that words have historic connotations and I take the time to learn about labels that negatively affect specific groups of people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I learn about the characteristics of different cultures in my organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I keep abreast of the latest legislative developments related to diversity management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I read a diversity-related publication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I ask questions and am curious about different people and customs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. I understand how culture influences attitudes and behaviors in the workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. I am aware of stereotypes I hold of other groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I am comfortable discussing diversity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. I am comfortable with foreign accents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I enjoy working with people from different cultural backgrounds.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I relate to people easily.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I am willing to take on a diversity leadership role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I am comfortable with situations that I don't totally understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I am comfortable taking risks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I see people positively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Assessment 13-1, continued

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	1	2	3	4	5
18. I am flexible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. I recognize people for their contributions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. I treat people the way <i>they</i> want to be treated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I practice good listening skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I give balanced and effective feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. I am a good communicator.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I listen patiently when talking to people with limited English skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I take my own biases into consideration before I make a decision or act.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. I actively put myself "in people's shoes" before I act.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I actively look for similarities between myself and my co-workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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BACKGROUND AND SCORING

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A literature search conducted by Arash Afshar for an article titled "Competencies for All Differences" (ASTD et al., 1996) identified three basic diversity competency areas: knowledge (historical developments, causes of exclusion, cultural differences, and so forth), attitudes (warmth, empathy, willingness to affect the environment, flexibility), and skills (communications, conflict management, and the like). Other authors have referred to these basic areas as *head* (knowledge), *heart* (attitudes), and *hand* (behaviors and skills).

The statements you just read and responded to exemplify competencies in each of those three areas. Questions 1 through 9 refer to *head*, questions 10 through 18 refer to *heart*, and questions 19 through 27 refer to *hand*.

To determine your score, add up your numbers and write them in the second column of the table below.

	YOUR SCORE	MAXIMUM SCORE
Head questions 1–9		45
Heart questions 10–18		45
Hand questions 19–27		45
<b>Total</b>		<b>135</b>

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The three areas are interrelated. For instance, a low score on *Hand* might not necessarily indicate a lack of skill but an attitude of fear or unwillingness to take risks. It is helpful, therefore, to consider your entire score rather than the results in individual areas.

ACTION PLANS RELATED TO YOUR SCORE

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*If you scored low on Head, consider*

- ♦ regularly reading a diversity publication such as the online items at Diversityinc.com or diversity articles published by the Society for Human Resource Management. Also check out the ASTD *Infoline* on diversity (Kamin, Wildermuth, and Collins, 2003).
- ♦ actively seeking people who are different from you and asking questions.
- ♦ studying legislative developments related to diversity.
- ♦ reading articles and publications on intercultural relations.

*If you scored low on Heart, consider*

- ♦ working on self-awareness and self-knowledge (consider workshops, instruments, self-help publications, and similar materials).
- ♦ asking yourself whether some of your discomfort could stem from personal experiences and fear of risk and failure (for instance, are you nervous about offending others?).
- ♦ actively “putting yourself in others’ shoes” whenever possible.

*If you scored low on Hand, consider*

- ♦ actively working on your communication, conflict management, and leadership skills (through workshops, self-study, observation, coaching, and so forth).

It is helpful to seek support and coaching from other diversity leaders.

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### Sample Level 1 Evaluation

1. What I liked most about today was
2. What I would change about this session is
3. I thought the instructor
4. In the future, what would help me on the job is