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**ACTIVITY 11.4 | Symptoms That Indicate a Need for Diversity Training**

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Check any of these symptoms you see in your organization.

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- 1. Insensitive comments or jokes in the work unit regarding age, gender, ethnicity, sexual orientation, or physical ability
  - 2. Inability to retain members of diverse groups.
  - 3. Open conflict between employees from different groups.
  - 4. Lack of teamwork and cooperation between groups.
  - 5. Cultural faux pas committed out of ignorance, not malice.
  - 6. Complaints about language-related barriers in communication.
  - 7. Misinterpreting or not understanding directions which lead to mistakes, repeating tasks, and low productivity.
  - 8. EEOC suits and grievances.
  - 9. People feeling isolated and unconnected to the workgroup.
  - 10. Perception that one's strengths and background are not valued for the unique contribution that can be made.
  - 11. Complaints about behaviors of customers or co-workers.
  - 12. Lack of diversity at different levels in the organization.
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