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## Suggestions for Using the “Managing Diversity Questionnaire”

### Objectives:

- Assess three levels of an organization’s effectiveness in managing a diverse workforce: individual attitudes and behaviors, organizational values and norms, and management practices and policies
- Increase awareness and knowledge about aspects of managing diversity
- Target areas of needed development

### Intended Audience:

- Staff at all levels in an organization who are working to increase effectiveness in managing diversity and who desire to understand perceptions of employees about the issues
- Executive and/or middle management involved in planning diversity development strategies
- Executive staff and diversity council members charged with organizational strategy regarding diversity
- Trainees in a managing diversity seminar

### Processing the Activity:

- Individuals are asked to respond to the questionnaire based on their perceptions of the organization and how it functions. They are told that responses are anonymous and are asked to be candid. They are also told how the data generated will be used, who will see them, and what will be done with them.
- Questionnaires are collected and scored.
- Data are compiled and analyzed by item, by the three levels of functioning, and by demographic groupings of staff.
- Data are reported to appropriate executive and or management staff, and a summary of findings is communicated to all participants along with an indication of next steps.

### Questions for Discussion:

- What are our organization’s strengths and weaknesses?
- How similar or disparate are perceptions of different groups, divisions, or levels within the organization?
- What issues need further investigation or clarification?
- What issues need attention?
- Who or what (positions, levels) needs to be involved in dealing with these particular issues?

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Suggestions for Using the  
**“Managing Diversity Questionnaire” (continued)**

**Caveats and Considerations:**

- Do not embark on a process of this type until you have a clear plan about how the data will be used and a commitment that they will be considered in planning.
- This questionnaire can be used as an awareness builder for managers who want to increase their own effectiveness and/or for those involved in diversity task forces. It can also be used as a jumping-off point for discussions about managing diversity in execution and/or management staff meetings.
- Questionnaires can be coded by level, department, length of time with the company, type of work, and so on to give more specific categories for analysis.