



Helping You Prepare for America's Changing Demographics

How Can You Assess the Progress of Your Diversity Investment?

Like any other organizational initiative, it's important to evaluate the progress of your diversity training and programs. Two levels of assessment are necessary:

- The organization's progress compared to desired diversity goals
- Individuals' progress compared to skills necessary for success

The "Maturity Model"

The "maturity model" concept is designed to meet these objectives. Individual and organization-based models show a continuum against which to gauge achievement, moving through the "levels" as maturity increases.

Here is an example of an Organizational Diversity Maturity Model

Level I - Sporadic	We hired a few associates with diverse backgrounds
Level II	Provide periodic training on diversity ... we have values, policies & procedures on diversity
Level III	Share our diverse stories Have scheduled & continuous multi-cultural training
Level IV	Values integrated into customer service, vendor & staff relationships
Level V - Institutionalized	Regularly draw on talents & competencies of all & automatically adapt to various cultures

This model is for an Individual, measuring generational Diversity

Level I - Sporadic	<u>I know my story</u> I understand my own generation
Level II	<u>I know what to ask & how to get info</u> I seek to learn about other generations: skills, interests, talents, contributions, experiences
Level III	<u>I know others' stories</u> I have associates & friends from different generations
Level IV	<u>I can tell/ teach their stories to others</u> I share what I've learned with others & encourage cross-generational interactions
Level V - Institutionalized	<u>Automatically integrate knowledge with actions</u> I foster multi-generation teams, marketing, customer contact

The "Discovering Diversity Profile"

You can't know where you're going if you don't know where you are. The "Discovering Diversity Profile" can be used to establish a baseline position, and to assess where aim to be in the future.

Some Key Assessment Tools

The "Maturity Model"

A custom-designed gap analysis comparing current to desired levels of cultural competence, for both individuals and the overall organization.

The "Discovering Diversity Profile"

Intended for enhancing personal understanding and development regarding cultural competence

Check it out on the web – go to our website and click on Measurement

For More Information...

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We will help you to ...

Link measurement to strategic objectives

Develop behavioral indicators

Conduct & interpret assessments

ARE YOU READY FOR AMERICA'S CHANGING DEMOGRAPHICS?

Ask yourself the following questions:

1. Do more of your customers seem to be from non-American backgrounds?
2. Do you need to serve more or different cultural groups in your community?
3. Are there other demographic changes in your community that may be challenging to your organization?
4. Are you striving to create a more culturally diverse and culturally competent staff?

If you answered "yes" to any of these questions, we can help.

Our Primary Service Areas

Training

- Managers/Supervisors
 - supervising workers with diverse backgrounds
- Employees
 - dealing with the changing mix of co-workers
- Customer/Client Service
 - understanding a more diverse customer/client base

Organization and Management

- Organizational Climate Assessment
 - evaluating the current situation
- Creating the Diversity Infrastructure
 - committees, positions, duties & responsibilities
- Developing Policies and Procedures
 - provide the basis for your programs

Translation and Interpreting

- Capabilities in more than 120 languages
- Oral interpreting on-site for meetings, training sessions
- Immediate phone access to interpreters (customer relations)
- Translation of written policies/procedures, manuals, etc.
- Foreign language marketing (brochures, ads, websites)

Legal

- Compliance Audit
 - are you operating in accordance with the law
- Legal Consultation
 - support for specific human resources issues
- Mediation and Dispute Resolution
 - helping people resolve their differences

Employee Recruitment & Retention

- Selection and Placement
 - identifying and hiring workers
- Training for Cultural Groups
 - skills to be successful working in America
- Job Coaching
 - direct individual/group support for workers

A Total Outsource Solution

You focus on your business; we take care of all aspects of cultural diversity programming. Benefits include:

- Cost savings (space, salaries & benefits for internal staff)
- Access to our dedicated team of specialists as needed
- Stay current on diversity and related HR issues

Training – The Keystone of an Effective Ongoing Program

The following is a sample of the training topics we offer to improve relationships with customers and among associates. Each topic can be presented independently, or combined with others to create more comprehensive customized workshops. Presentations are tailored to the makeup of the audience (e.g., managers/supervisory, staff, or mixed).

The Power of ALL – comprehensive diversity program

Managing a Diverse Workforce – tools and approaches specifically oriented to managers and supervisors

Client Service in a Diverse Marketplace – real world situations to understand how diverse consumers want to be treated

Working With Specific Cultures – presentations on particular cultural groups (e.g., national origin, religion, age, sexual orientation)

What Makes People Different – focus on commonality of values, what makes us the same as well as different

Stereotyping - examining preconceived notions and how stereotyped beliefs can become a barrier to successful working relationships

Tools for Working with Changing Demographics – interactive exercises that build positive attitudes regarding change

Cultural Interviews – experiential exercises that encourage discussion about cultural differences and similarities

Relationship of Values to Prejudice – exploring the universal concept of respect and how different cultures show it

Organizational Culture – the written and unwritten laws that determine success in the workplace, from an individual's perspective

Sexual Orientation – developing respect for differences, and an appreciation for the feelings of isolation and exclusion that occur

Sexual Harassment - considered from the perspective of covert and overt sexual impositions and their impact in the work environment

Disabilities – experiential exercises provide insights and perspectives faced in the workplace by persons with disabilities

Bias Crimes – examining motivations behind messages containing racial slurs, and how it may be supported in the workplace

Culturally-Competent Language – selecting the best words and phrases for your written and oral communications



Contact us by phone 614-864-5111
Or visit our website www.diversity-matters.net