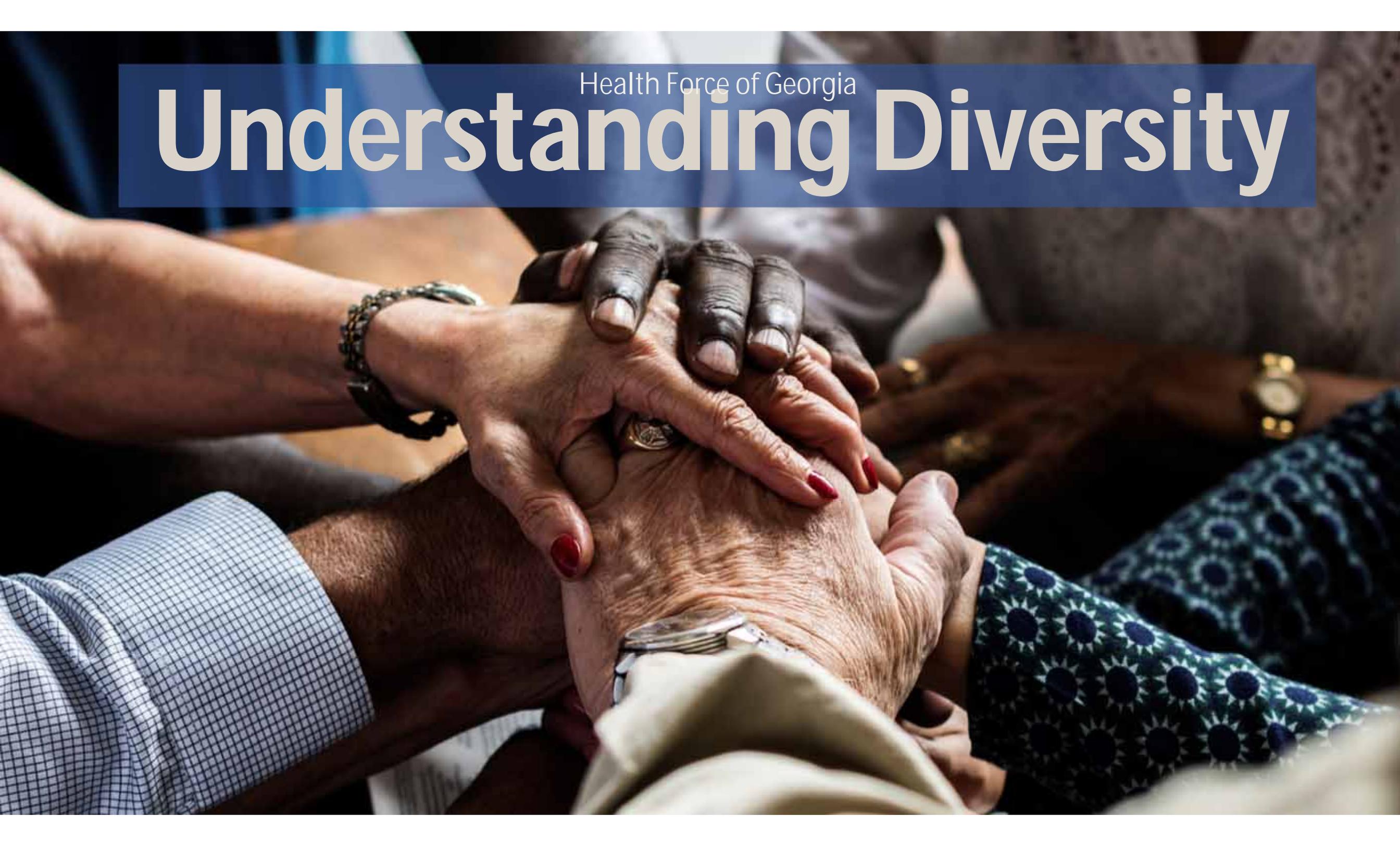


Health Force of Georgia

Understanding Diversity





WHAT DO YOU MEAN “UNDERSTANDING DIVERSITY?”

It's understanding the difference that make each person unique!



In The Past,

This country was called "The Great Melting Pot" Customs and cultures from many lands were expected to blend together, like ingredients in a cream soup.



Today,

We're starting to realize that the U.S. is more like a tossed salad – a variety of flavors, textures, colors, and shapes.





Why Should I
“UNDERSTAND DIVERSITY?”

Why Should I
“UNDERSTAND DIVERSITY?”



Because diversity can enrich your life—and your world.
Understanding and appreciating differences helps:

INDIVIDUALS,
who can gain new insights and outlooks—while enjoying new relationships



Because diversity can enrich your life—and your world.
Understanding and appreciating differences helps:

COMMUNITIES,
which can tap the varied talents of their member to help meet common goals

N E T W O R K

Because diversity can enrich your life—and your world.
Understanding and appreciating differences helps:

GROUPS,
of every size—from classrooms to corporations. When uniqueness is respected,
moral and productivity improve. Business that appreciate diversity
have the leading edge in today's global marketplace.



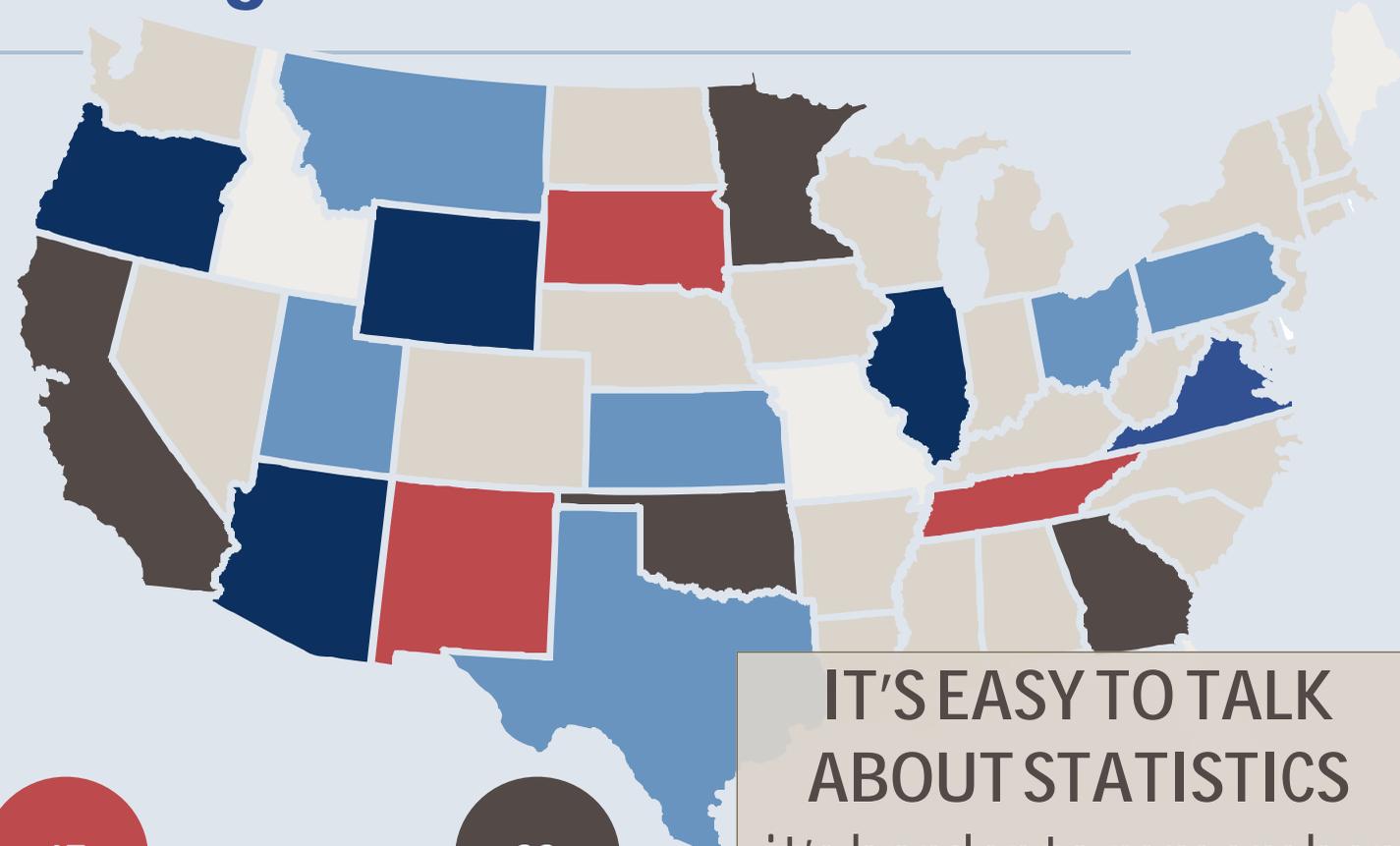
Diversity is Transforming Our Nation

FOR CENTURIES,

American education, business and government have reflected the culture of the majority: white people of European descent.

IN RECENT YEARS,

However, we have seen big changes. For example, it is estimated that by 2022, out of every 100 workers:



Will be age 55 or over



Will be Hispanic American, African American, Asian-Pacific American or other people of non-European descent



Will be women (including women of non-European descent)



33% will be white non-Hispanic Men

IT'S EASY TO TALK ABOUT STATISTICS
it's harder to remember that behind each number is a unique human being!

Source: U.S. Bureau of Labor Statistics Employment Projections.
Note: Total is more than 100 because women of non-European descent and workers age 55 and over are counted twice.

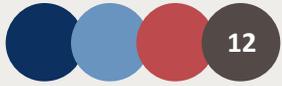
What Makes Each Person Unique?



MANY THINGS MAKE EACH OF AN INDIVIDUAL

These include:

- Appearance (body size, skin color, hairstyle, clothing, etc.)
- Ethnicity and culture (customs, traditions, language, etc.)
- Age
- Family life (values, family size, etc.)
- Religious, spiritual or philosophical beliefs
- Income or social status
- Sexual orientation
- Physical and mental abilities
- Life experiences
- Education background



TAKE A LOOK WITHIN

Understanding diversity begins with understanding how you see yourself, your place in the world--and your own uniqueness. As a start, complete each statement below. Then compare and discuss your responses with those of a relative, friend or co-worker. (No one response is "better" than another.) The differences may surprise you!

I wear my hair the way I do because...

MY ANSWER

In my family, children are expected to...

MY ANSWER

I often feel uncomfortable around
people who are...

MY ANSWER

I am proud to be...

MY ANSWER

When I hear people speaking another language,
I think they're...

MY ANSWER

I people must choose between work and family, they should...

MY ANSWER

I really feel like an outsider when...

MY ANSWER

The most important thing in life is...

MY ANSWER

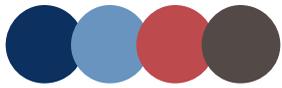
My ethnic or cultural heritage is special because...

MY ANSWER

I'm often attracted to people who...

MY ANSWER





Quick What Do You See?

To learn more about how you make judgments, look at the picture first. Then, pick the phrase beside it that best matches your impression.

1 These women are:

- A. caring parents
- B. making a drug deal
- C. having a conversation.

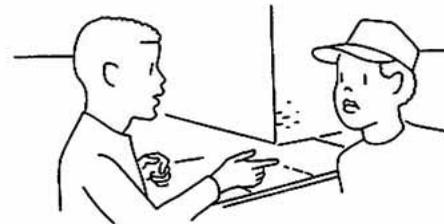


2 This person:

- A. finds it easier to use ramps than stairs
- B. is courageous
- C. probably dropped out of high school.

3 People with foreign accents:

- A. are quaint and charming
- B. don't understand English well
- C. may be from other countries.



4 These men:

- A. like sports
- B. are poor and unemployed
- C. are talking.

5 These men:

- A. are having a meeting
- B. only care about money
- C. are good role models.



6 These men are:

- A. glad to see each other
- B. members of a gang
- C. in love.

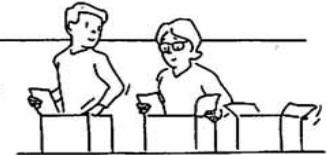


7 This woman:

- A. has children
- B. eats lots of junk food
- C. is shopping.

8 Older workers are:

- A. an important part of the workforce
- B. slow and can't learn new procedures
- C. looking forward to retirement.



9 These students are:

- A. talking about school
- B. from smart families
- C. lousy at sports.

10 Young people today:

- A. are all into loud music and weird clothes
- B. are idealists
- C. need a good education to get good jobs.

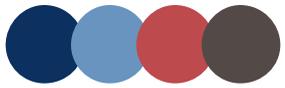


RATE YOUR RESPONSES

Give yourself a point each time your response matches one below:

1. C, 2. A, 3. C, 4. C, 5. A, 6. A, 7. C, 8. A, 9. A, 10. C.

The highest score is 10. The higher your score, the less likely you are to rely on stereotypes and prejudice.



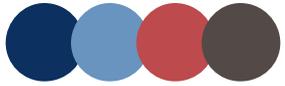
People Differ in Many Ways

For example, cultural background (including ethnicity) can influence the way people communicate through:

Body Language

- In some cultures, people often stand close together. The closeness may be uncomfortable to a person from another culture.
- In other cultures, people often stand farther apart. The distance may seem unfriendly to a person from another culture.
- Direct eye contact is considered rude in many cultures. In others, it's considered a sign of friendliness or honesty.



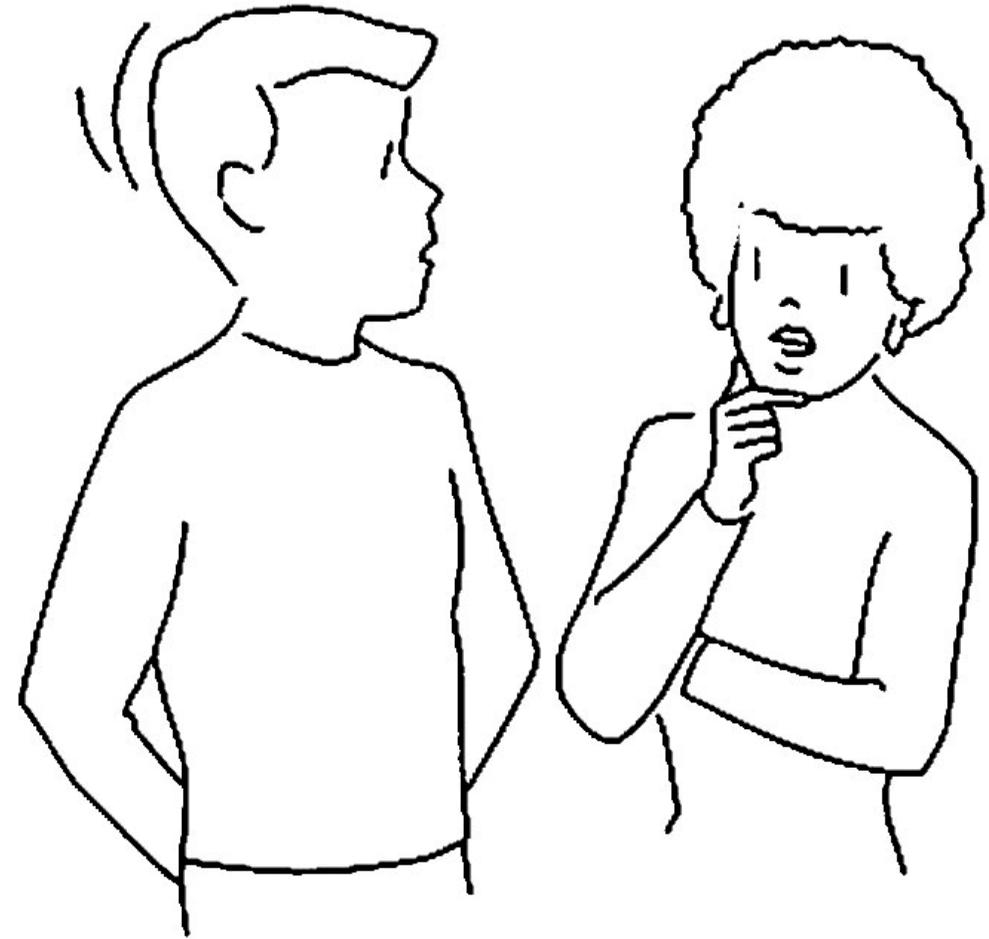


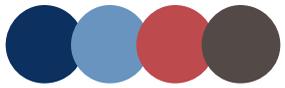
People Differ in Many Ways

For example, cultural background (including ethnicity) can influence the way people communicate through:

Listening

- In some cultures, listeners tend to look at speakers and nod, say “uh-huh,” etc., to show they’ve understood.
- In other cultures, listeners tend to look silently away while someone is talking. A person from a different culture may interpret this as a lack of interest or understanding.



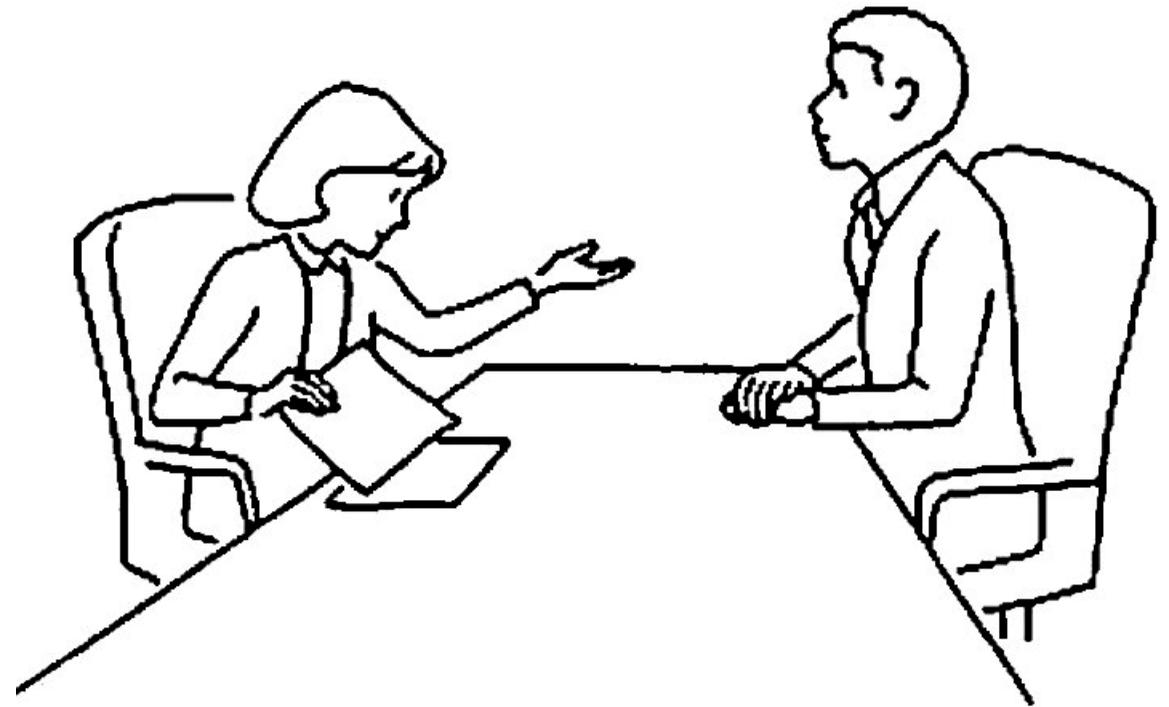


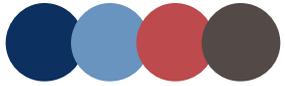
People Differ in Many Ways

For example, cultural background (including ethnicity) can influence the way people communicate through:

Speaking

- In some cultures, speakers tend to look away from their listeners. A listener from a different culture may interpret this as discomfort or avoidance.
- Speakers in other cultures, tend to look at their listeners intently. A listener from a different culture may interpret this as aggression.



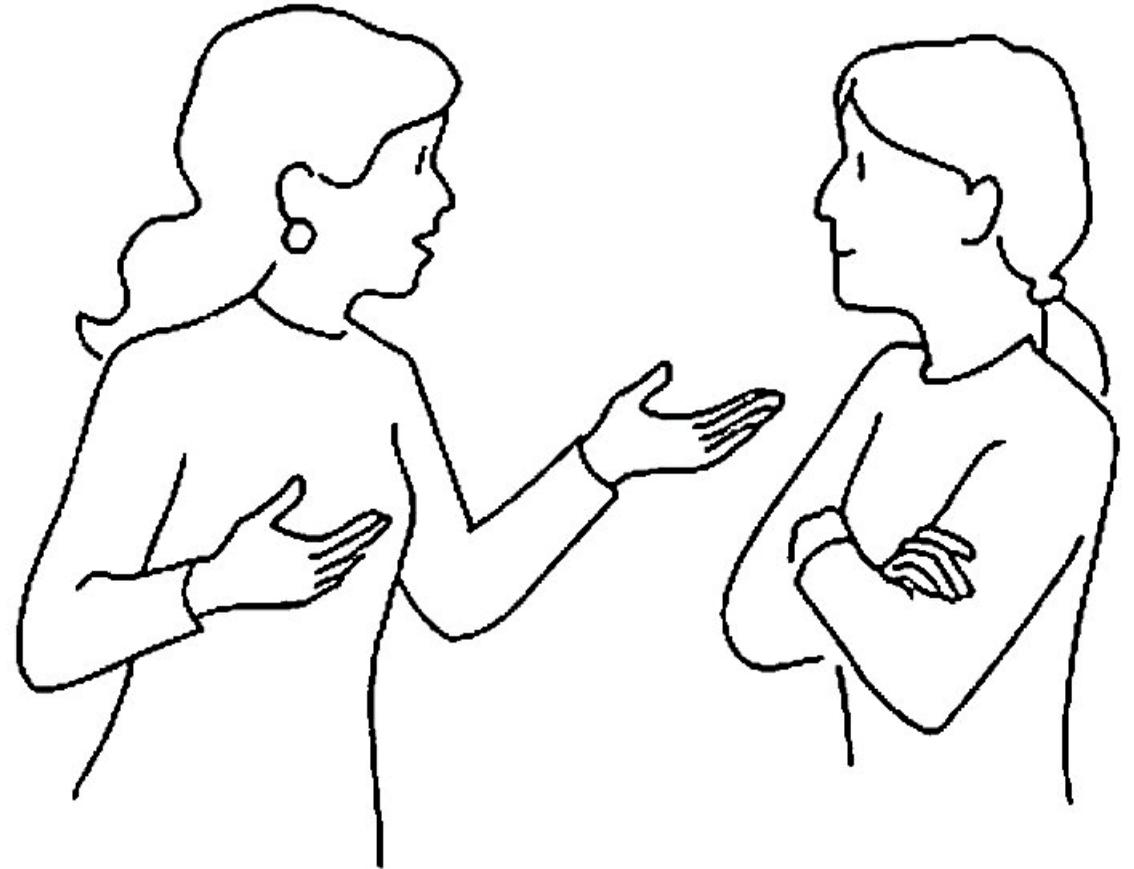


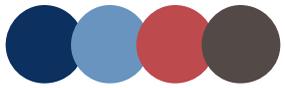
People Differ in Many Ways

For example, cultural background (including ethnicity) can influence the way people communicate through:

Expressing Opinions

- People in some cultures believe it's rude to complain or say "no". They signal discomfort in more subtle ways. A person from a different culture may miss these signals and assume all is well.



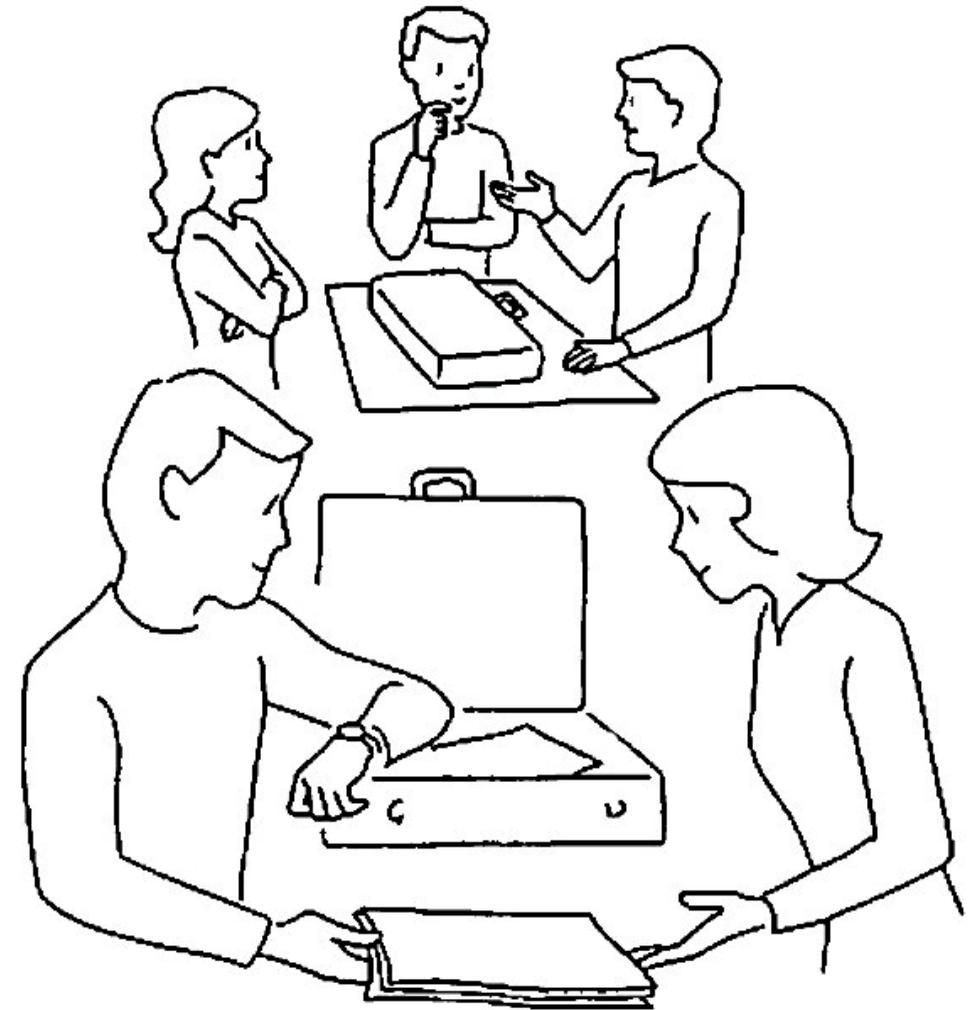


People Differ in Many Ways

For example, cultural background (including ethnicity) can influence the way people communicate through:

Working Style

- In some cultures, people put a lot of value on hard work and saving time.
- In other cultures, good relationships and a relaxed atmosphere may be more important than strict deadline



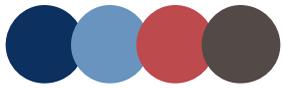


People Differ in Many Ways

BUT, WATCH OUT!

Cultural background is only ONE thing that makes people unique.

It's important not to assume that a person's culture explains his or her words or actions. Always make a point to get to know a person as an individual.



You Can Get More out of Relationships

Here are some tips:

BE OPEN ABOUT DIFFERENCES

—don't ignore them. Share how your background has influenced you. Invite others to do the same.



DON'T ASSUME ANYTHING

—check it out. For example:

- Find out if David Harris prefers to be called "Mr. Harris," "David" or "Dave."
- Ask a working mother if she'd like to work overtime or go on a business trip—don't assume she'd rather be home.



ENCOURAGE QUESTIONS

about the things that make you different. Ask questions in return ("I'd like to learn about the holidays you celebrate. Will you tell me about them?").



DEVELOP FRIENDSHIPS

with people who are different from you. Share any concerns. For example, if a new friend has a disability, you might ask, "Does it help if I hold the door for you, or would you rather I not?"

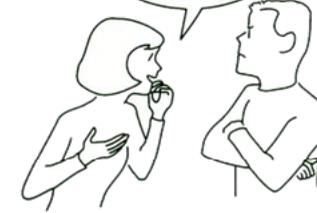
DON'T MAKE SOMEONE A SPOKESPERSON

for his or her group ("So, what do Hispanics think about this?"). Don't suggest the person is an exception, either ("You're not like other African Americans I've met.>").



DON'T TELL ETHNIC OR SEXUAL JOKES

—even jokes about your own group. They just encourage more of the same. Be careful with other kinds of humor (such as the "friendly insult") until you know how others feel about it.



MAKE YOUR FEELINGS KNOWN

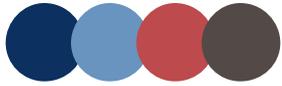
if someone makes unfair remarks about a group.



REMEMBER THAT MISTAKES HAPPEN,

especially when people are under stress. Changing old habits and ways of thinking takes time.

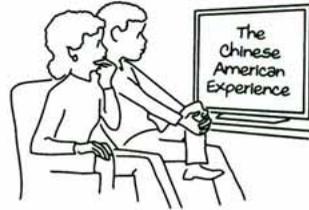
- Apologize, if you've been unfair.
- Forgive, if you've been offended.



Get More Information

about our diverse society:

WATCH DOCUMENTARIES,
plays and movies about different groups.
(But, don't assume a show about customs,
dress, etc., in another country reflects the
lives of its immigrants here.)



**CHECK OUT RELIABLE
WEB SITES**
that provide insight into cultures
from around the U.S. and the world.

READ MAGAZINES,
books and newsletters written
by—and for—people of
other backgrounds.



ATTEND WORKSHOPS
on understanding diversity, communication
skills, conflict resolution, etc.

CONTACT ORGANIZATIONS
that support different groups. They
may offer literature, videos, exhibits
or speakers.



GET FIRSTHAND EXPERIENCE
by traveling, attending cultural and
community events, etc.

So—

CELEBRATE DIVERSITY!

✓ **TAKE PRIDE**
in your own uniqueness.



✓ **WELCOME OTHERS**
as individuals with
special qualities.



✓ **ENJOY**
your similarities—
and your differences.



**When you appreciate
diversity, you enrich
your world!**