

**Results from Diversity Questionnaire on staff training needs**

*Bob  
Diaz  
Council*

6-16-95

**Total surveys received: 62**

Please return your completed survey to Bob Diaz (Main Library A349) no later than January 31, 1995. All of the questions that follow are optional.

Please indicate your team(s): \_\_\_\_\_

Have you attended any diversity programs or training events sponsored by the Diversity Council in the past year and a half?

25 Yes                      27 No

If so, how many? \_\_\_\_\_

My co-workers encourage participation in diversity related programs and events.

34 Yes                      9 No                      8 Neutral

My team leader(s)/work team leader(s) encourages participation in diversity related events and programs.

44 Yes                      8 No                      5 Neutral

Do you feel your team needs diversity training?

36 Yes                      15 No                      3 don't know

What areas related to diversity do you feel you need more training in?

23 understanding the distinctions between affirmative action and equal opportunity

20 what diversity and related concepts such as racism, classism prejudice etc. mean?

31 communication--cross cultural, cross-gender

22 what it means to work in a multicultural environment?

- \_\_26\_\_ appropriate vs. inappropriate behaviors in the workplace
- \_\_38\_\_ techniques for confronting inappropriate behavior
- \_\_18\_\_ use of reference materials and other sources that contain information about different cultural/ethnic groups
- \_\_15\_\_ collection development tools that cover different cultural/ethnic groups

What issues, concerns or suggestions for programming would you like to pass on to the Diversity Council? If you have attended any of the Diversity Council's programs, which have you found especially enjoyable?

- \* Those in which staff share their different customs - beliefs, etc.
- \* I particularly appreciate the celebrations. Wish that everyone could go to Dismantling Racism.
- \* The ones that have food. I enjoyed the Passover presentation. I enjoyed some of the films - The Lemon Case; there was a film about woman + voting; another film about the "X's". Some of the brown bags presentations.
- \* Would like the Diversity Council to offer:
  - Affirmative Action/ Equal opportunities(explain!);
  - Woman in other cultures;
  - Offer again:
    - Dismantling Racism
    - Friendship
  - Especially enjoyed:
    - Woman in Islam.
- \* I like all the programs I attended. I wanted to attend more, but the time was not right for my programs.
  - We need more programs at a time that is convenient to people. I know this is hard to do with all the meetings around the library.

\* Suggestion: more programming about cultures to the Southwest Hispanic, Native American.

\* This is really a subset of the communication issue, but new people will respond differently to the same behavior in people depending on their race and/or sex of the person exhibiting the behavior. How we make ourselves aware of when we do that, and how we change it.

\* Cross gender communication.

\* I really found the Dismantling racism workshop to be among the most difficult, yet beneficial programs I have ever attended.

\* Stress reduction.

\* I have attended the Brown Bag Diversity Film series in the past and I enjoyed it very much. I would like to suggest that the program be offered again. Thank you!!

\* I think you are doing a great job and I don't have any ideas for specific improvement. Any group interaction which encourage people to ask questions and think about where a particular minority "comes from" is valuable. Maybe this has already been done, but it would be interesting to have a panel with various groups where the audience is encouraged to put forth questions (maybe on pieces of paper) relating to what it really means to be "different" for each panel member. It seems like the library has an unusual opportunity for growth and learning in this area because we employ such a large number of people from very diverse backgrounds of gender, sexuality, race, geography, and culture.

\* I think it needs to be communication that this is the policy of the library to motivate people to have notice of diversity issues and concerns. After saying that, I admit as an individual that I'm at a loss to know how to give a positive approach. Further, if we make this part of our policy, employees may respond to it in different ways: some will obey the letter, but miss the spirit of the policy. Others will just accept it, grumbling and begrudging yet another change. How's that for stating the obvious?

\* The Diversity film series, very informative and I enjoyed them very much; the creativity workshop. I will like to see more workshops on how to relieve stress of work and personal.

\* I have really enjoyed the ones with food. By sharing this aspect of our diverse backgrounds, we start from an area of commonality. Everybody has to eat. By starting there, we can be more accepting of differences.

\* I like the food events as they are well attended and fun and get objectives across in a non threatening way, part of the problem with diversity events is that we're all so busy, it's hard to fit other things in. I use my lunch times to just relax when I take a full hour.

I have no idea how this could be done but the population stats. for AZ indicate that Native Americans form a significant part of our community. I would like to see more events dealing with Native Americans issues. As you can see from the way I've marked this, I think a lot more needs to be done in a non threatening manner.

\* I attended the "Dismantling Racism" workshop. I found some aspects of it really helpful, but for most of the time I felt rushed, and like only superficial topics were covered.

What I would like to see in the library is straight forward confrontational discussions about how real people in this library are discriminated against daily. Negative feelings are not the object here, but they are inevitable, considering the topic.

## **Climate survey**

Please answer the following questions. Your responses will help the Diversity Council plan better programming for the Library staff.

Please put a check mark by the response that most closely matches your own views.

1) In this organization:

  27   a: newcomers are expected to adapt to existing norms.

  28   b: there is some flexibility to accommodate the needs of diverse employees

  9   c: norms are flexible enough to include everyone.

2) In this organization:

\_\_22\_\_ a: diversity is an issue that stirs irritation and resentment

\_\_27\_\_ B: attention is given to meeting EEO requirements and affirmative action quotas.

\_\_25\_\_ c: working towards a diverse staff at all levels is seen as a strategic advantage.

3) This organization:

\_\_16\_\_ a: resists change and seeks to maintain the status quo.

\_\_22\_\_ b: deals with changes as they occur.

\_\_27\_\_ c: is continually working on improvement.

Please respond with a rating that represents your feelings about each opinion below. 5=strongly agree; 4=agree; 3=uncertain; 2=disagree; 1=strongly disagree.

\_\_\_\_ 1) People should leave their differences at home and conform to organizational standards at work.

\_\_\_\_ 4 \_\_\_\_ Strongly Agree

\_\_\_\_ 19 \_\_\_\_ Disagree

\_\_\_\_ 12 \_\_\_\_ Agree

\_\_\_\_ 12 \_\_\_\_ Strongly Disagree

\_\_\_\_ 8 \_\_\_\_ Uncertain

\_\_\_\_ 2) Diversity only brings unnecessary conflict and problems to the work group.

\_\_\_ 31 \_\_\_ Strongly Agree  
\_\_\_ 1 \_\_\_ Agree  
\_\_\_ 8 \_\_\_ Uncertain

\_\_\_ 17 \_\_\_ Disagree  
\_\_\_ 31 \_\_\_ Strongly Disagree

\_\_\_ 3) Increasing workforce diversity has led to a decline in quality.

\_\_\_ 2 \_\_\_ Strongly Agree  
\_\_\_ 1 \_\_\_ Agree  
\_\_\_ 10 \_\_\_ Uncertain

\_\_\_ 15 \_\_\_ Disagree  
\_\_\_ 30 \_\_\_ Strongly Disagree

\_\_\_ 4) Women and minorities are oversensitive to prejudice and discrimination.

\_\_\_ 2 \_\_\_ Strongly Agree  
\_\_\_ 8 \_\_\_ Agree  
\_\_\_ 5 \_\_\_ Uncertain

\_\_\_ 20 \_\_\_ Disagree  
\_\_\_ 21 \_\_\_ Strongly Disagree

\_\_\_ 5) There should be no double standards. The rules should be the same for everyone regardless of race, gender, age, ethnicity and so on.

\_\_\_ 23 \_\_\_ Strongly Agree  
\_\_\_ 15 \_\_\_ Agree  
\_\_\_ 6 \_\_\_ Uncertain

\_\_\_ 4 \_\_\_ Disagree  
\_\_\_ 5 \_\_\_ Strongly Disagree

\_\_\_ 6) People are reluctant to disagree with minority group employees for fear of being called prejudiced.

\_\_\_ 8 \_\_\_ Strongly Agree  
\_\_\_ 20 \_\_\_ Agree  
\_\_\_ 12 \_\_\_ Uncertain

\_\_\_ 9 \_\_\_ Disagree  
\_\_\_ 9 \_\_\_ Strongly Disagree