



# DIVERSITY AND INCLUSION SINGLE POINT LESSON - SPL



## ASSUMPTIONS, IMPRESSIONS AND PERSONAL RESPONSIBILITY

In working with people who are different from us, by either their primary or secondary dimensions of diversity, we must realize that primary and secondary dimensions of diversity are just part of who we are.

We can often exclude people without meaning to, or in some cases, we intentionally exclude others. This behavior is harmful to personal and work group performance.

When taking personal responsibility for diversity, your actions are the most important factor. Often it does not take long to make a decision about someone based on his or her primary or secondary dimensions of diversity.

First impressions may not be accurate. However, first impressions, usually formed in 30 seconds, can be long lasting. We make assumptions every day without thinking about it. We should check those assumptions. If we do not check them, the assumptions can have a negative impact on working relationships.

In order to take responsibility for our own diversity behaviors, we must be willing to challenge our assumptions and impressions.



- ✓ Be aware of your personal filters and cultural differences
- ✓ Check out the messages your style and body language may give
- ✓ Be sensitive to the impact of what you say and how it is received
- ✓ Be aware of and acknowledge others' experiences

Trying to understand someone else's experiences, when they differ from your own, can be difficult. The key is to not give up on building relationships at work. None of us work totally alone, and we miss valuable information when we exclude people.

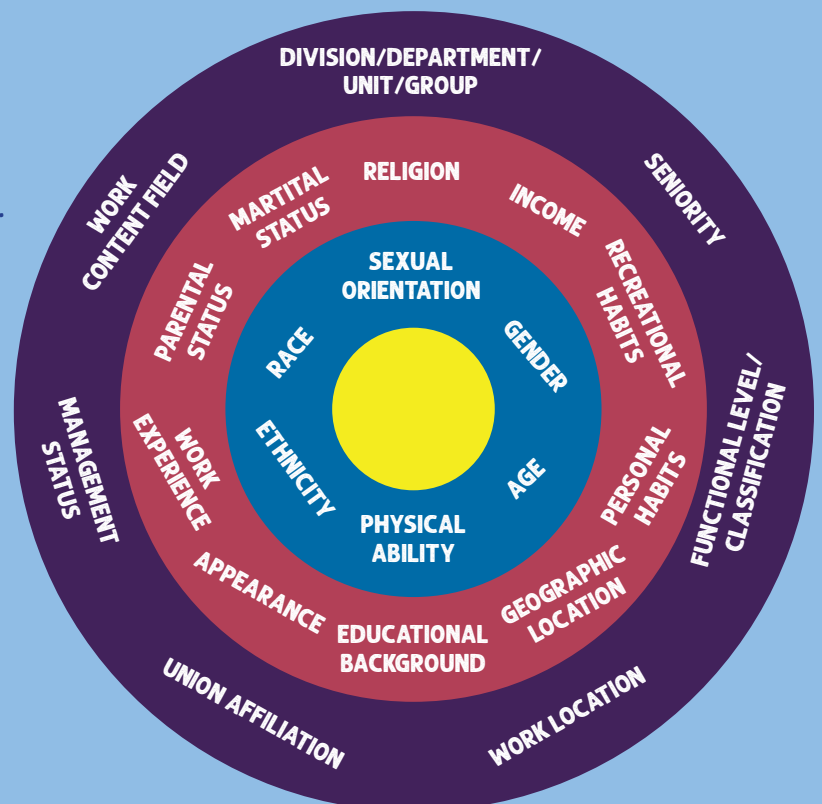
### DIMENSIONS OF DIVERSITY

**ORGANIZATIONAL DIMENSION**

**SECONDARY - EXTERNAL DIMENSION**

**PRIMARY - INTERNAL DIMENSION**

**PERSONALITY DIMENSION**



FOUR LAYERS OF DIVERSITY - SOURCE: ADAPTED FROM GARDENSWARTZ-ROWE, 2003