

Diversity Management

1. The emphasis in diversity management is now on changing organizational systems and their core values.
 - ☐ A. True
 - ☐ B. False

2. Efforts and legislation to provide equal opportunities for disadvantaged groups at the entry level have not produced the desired representation through the organizational structure.
 - ☐ A. True
 - ☐ B. False

3. Diversity audits must be conducted by all employers.
 - ☐ A. True
 - ☐ B. False

4. A diverse workforce adds to the strategic value of the organization.
 - ☐ A. True
 - ☐ B. False

5. Managers are sensitive to the cultural values and norms held by other groups.
 - ☐ A. True
 - ☐ B. False

6. Firms doing enough to comply with the federal and provincial employment equity legislation will have a diverse workforce and good representation of target group populations.
 - ☐ A. True

☐ B. False

7. The "old boys' network", that tendency of male managers to work in a culture of men, is no longer a major force restricting access and opportunity for women.

☐ A. True

☐ B. False

8. Most managers have the knowledge and skill to create a workplace environment where differences are valued and where people who look, talk, and think differently can work productively together.

☐ A. True

☐ B. False

9. In order for diversity efforts to succeed, management has to understand the need for and the value of a diverse workforce.

☐ A. True

☐ B. False

10. Diversity training programs emphasize the importance of getting nonconforming group members to conform to the group.

☐ A. True

☐ B. False

11. Building self awareness through feeding back the results of attitude surveys is an important step in a diversity audit.

☐ A. True

☐ B. False

12. Mentoring programs are used to give target populations exposure to job levels where they are underrepresented.
- ☐ A. True
 - ☐ B. False
13. There is seldom resistance to the introduction of the concept of diversity management in the workplace.
- ☐ A. True
 - ☐ B. False
14. HR managers face a very strong challenge in the introduction and implementation of diversity management.
- ☐ A. True
 - ☐ B. False
15. Increasingly, the competitive advantage is to be found in the knowledge and the creativity of employees.
- ☐ A. True
 - ☐ B. False
16. The challenge of managing a diverse workforce is of even greater importance for:
- ☐ A. local firms.
 - ☐ B. national firms.
 - ☐ C. global firms.
 - ☐ D. not-for-profit organizations.
 - ☐ E. identifying organization failures.
17. Effective diversity training enables managers to:

- ☐ A. audit policies.
- ☒ B. develop a global mindset.
- ☐ C. clarify compensation objectives.
- ☐ D. make more money.
- ☐ E. eliminate corporate strategy.

18. The annual spending power of minorities in Canada was estimated to be about:

- ☐ A. \$75 million.
- ☐ B. \$750 million.
- ☐ C. \$7.5 billion.
- ☒ D. \$75 billion.
- ☐ E. \$750 billion.

19. Affirmative action:

- ☐ A. led to rapid progress of the disadvantaged groups.
- ☐ B. led to government control of human resource development.
- ☐ C. makes everyone a statistic.
- ☐ D. eliminated all employee stereotyping.
- ☒ E. was insufficient for sustained progress of the disadvantaged groups.

20. Canadian models for managing diversity include all but:

- ☐ A. the equity model.
- ☒ B. the human capital model.
- ☐ C. the equality model.
- ☐ D. the representation model.
- ☐ E. changing organizational systems and their core culture.

21. Which of the following is a secondary and not a core dimension of diversity?
- ☐ A. age.
 - ☒ B. education.
 - ☐ C. race.
 - ☐ D. gender.
 - ☐ E. sexual orientation.
22. In management, the traits of initiating more verbal interactions, stressing output rather than process, and reluctance to reveal information:
- ☐ A. are considered as ideal in most cultures.
 - ☐ B. are highly regarded in diverse organizations.
 - ☐ C. important in achieving employment equity.
 - ☒ D. have been associated with men in leadership positions in North America.
 - ☐ E. are important for human resource managers.
23. Employees and union groups feel that policies and efforts to improve diversity will:
- ☐ A. improve worker morale.
 - ☐ B. increase real wages for their members.
 - ☒ C. reduce their power, status, and rewards.
 - ☐ D. reduce their barriers for advancement.
 - ☐ E. informal discussions between work groups.
24. A major objective of cross cultural training for expatriates is to develop:
- ☐ A. the ability to travel to other countries.
 - ☐ B. a tolerance for different currencies.
 - ☐ C. a devotion to economic growth.
 - ☒ D. an ability to adapt behaviour appropriately.

- ☐ E. an ability to inform about one's own country.

25. A popular diversity management practice is to:

- ☐ A. provide alternate work arrangements.
- ☐ B. provide clear job descriptions.
- ☐ C. give preference to target group populations.
- ☐ D. provide a "shopping basket" from which to select benefits.
- ☐ E. require the internal posting of all jobs.

26. In most organizations, changing systems and internal practices is a _____ task.
1)Regular 2)Difficult 3) Impossible

Answer:

27. While work teams always reflected some degree of diversity, today the differences among members are _____.

1) More 2) Greater 3) Less

Answer:

28. When a workforce is diverse, in order to have the benefit of a range of inputs into the decision-making process, _____ is essential.

1)Indulgences 2) Policy 3)Participation

Answer:

29. _____ is a common emotion which fuels a backlash against the implementation of diversity management measures.

1)Fear 2) Anger 3)Disgust

Answer:

- 34.** A diverse workforce enables organizations to better understand their _____ needs.
1)Employee 2) Customer 3)Financial

Answer: