WF ED 573 Diversity in the Workplace Needs Assessment:

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**Introduction:** A needs assessment is a way for individuals to get a raw and honest objective description of their needs that you may not get from face-to-face interaction. The topic in this needs assessment is Diversity and Inclusion in the Workplace. Sometimes organizations may need an updated diversity training program just to stay on top of current laws and contemporary issues. Other organizations may need a newer and improved program because they have received numerous complaints about their program, or diversity issues or conflict in the organization. There could many reasons for an organization to need a new diversity training program; our organization’s purpose of needing a new program is to make sure we are properly identifying diversity in the workplace along with enhancing our organization’s efforts in incorporating diversity into the workplace through inclusion.

**Objective:** The focal purpose of this needs assessment is to determine what our organization currently comprehends about the topic of cultural diversity. We also need to figure out if our organization is ready for a new diversity and inclusion in the workplace initiative and if our organization hires and attends to a diverse populace. This needs assessment will be formatted to correspondingly identify diversity in the workplace along with enhancing our organization’s efforts in incorporating diversity into the workplace through inclusion. Some topics/ questions that will be mentioned include valuing different races, genders, gender identity, sexual orientation, disability, age, religion and class in your organization. At the end of this assessment our main objective is to be able to implement the most effective training and education programs geared towards diversity and inclusion in our workplace.
**Expected Outcomes:**

After concluding the research and analysis, I expect the outcome of this needs assessment to be that it will be a challenge for the organization as a whole to see diversity on the same level. Some will think that it is one of the top priorities in the workplace, and others will not. The down side to this is that there may be limited resources and funding for the diversity programs if they do become implemented.

**Literature Review:** There was no specific literature review used to support the needs assessment method selected. We collectively decided to use a training needs analysis/assessment. In order to identify where the organization’s stance on diversity was, and to find the best new diversity training program possible to offer in order to benefit our company.

**Methodology:** For the population of this needs assessment, an email invitation to complete a survey was sent to 75 employees of the organization who encourage diversity for our organization. 50 employees completed the surveys (the needs assessment instrument), for an overall response and participation rate of 80%. The population of the participants included 35 men and 40 women. 26 identified themselves as Caucasian, 15 identified themselves as African American, 9 identified themselves as Asians, and 25 identified themselves as Hispanic. 50 of the employees were full time and 25 were part time.
Experience Question Group 1
- Describe the experience of meeting a person of a different color, gender, or sexuality and realizing the differences and similarities in their life experiences.
- Is this something that tends to stick out to you when you meet new people?

Experience Question Group 2
- Do you ever recognize that people are treated differently according to skin color, gender or sexuality?
- When Did you first realize this? (as a young child, teenager, young adult?)
- Did that affect your perspective on people of a different skin color, gender or someone with different sexuality?

Experience Question Group 3
- How would you define minority?
- Have you ever found yourself being the only person of difference in a specific group?
- How did that make you feel?

Experience Question Group 4
- Do you think our workplace is diverse?
- How can the diversity training program be improved?
- Would you define this organization as a place where there is diversity inclusion? If not, what could be done to make it a workplace of diversity inclusion?
The top leaders in the Human Resources Department of the organization formed a focus group and picked the top questions that they felt were relevant to determining where employees stood on diversity and how important the topic was in their own personal lives. They grouped the top questions into something they called “experience question groups”. After issuing the survey and analyzing the results there were not any negative issues or challenges in conducting this assessment, everyone participated as needed and it went smoothly.

**Assessment Results/Summary:**

**The first experience question group had the questions:**

1. *Describe the experience of meeting a person of a different color, gender, or sexuality and realizing the differences and similarities in their life experiences.*
2. *Is this something that tends to stick out to you when you meet new people?*

The data revealed that 83% of responses expressed that when meeting a person of a different color, gender, or sexuality they realized the differences and similarities in their life experiences. 17% of the responses did not realize the differences and similarities in their life experiences.
The next experience question group asked:

1. Do you ever recognize that people are treated differently according to skin color, gender or sexuality?

2. When did you first realize this? (As a young child, teenager, young adult?)

3. Did that affect your perspective on people of a different skin color, gender or someone with different sexuality?

The data revealed that 90% recognized that people are still treated differently according to skin, color, gender or sexuality, 10% did not recognize that people were treated differently. This data shows that there are still individuals being mistreated openly just for being different, and people are recognizing it. 95% of individuals stated that they realized this by the time they were teenagers, 5% were young adults. These results show that the individuals were well aware of people being treated differently due to skin, color, gender or sexuality for a majority of their lives.
Experience question group 3 asked the questions;

1. How would you define minority?

2. Have you ever found yourself being the only person of difference in a specific group?

3. How did that make you feel?

100% of the group defined a minority as something similar to “someone being less than whole of the group”. This shows that the group is aware of what a minority is in terms of diversity. 63% found themselves being the only person of difference in a specific group. 37% of the group did not find themselves as being the only person of difference in a specific group. 100% of the 63% that said they found themselves being the only person of difference in a specific group stated that it made them feel “small”, “insignificant”, and “easily replaceable”.

The last Experience Question Group asked the questions:

1. Do you think our workplace is diverse?

2. How can the diversity training program be improved?

3. Would you define this organization as a place where there is diversity inclusion? If not, what could be done to make it a workplace of diversity inclusion?
90% of the group agreed that our workplace was diverse and 10% agreed against it. 47% of the group stated that the diversity program needs to be improved by updating the material, obtaining trainers that are more knowledgeable on the topic, and reinforcing the material throughout the workplace either through newsletters, posters, occasional guest speakers—all promoting diversity. When asked about ways which the organization can make it a workplace of diversity inclusion some recommendations were; host diversity events, celebrate specific cultural months (Black History Month, Hispanic Heritage Month), engage in activities in the community that promote the organization in being culturally inclusive also.

**Summary:** I believe this assessment is a step in uncovering how employees really feel towards diversity in general and towards diversity in the workplace. It is a great start and a great foundation to have when planning a new diversity training course. We can now have material that is directly affiliated with the thoughts and needs of our employees. I believe with the information provided through this needs assessment we are better equipped to build a company philosophy that is invested by diversity of thought and experiences, cultivate operative, high-performing multicultural teams, recruit and retain a talented workforce and dedicated to employing a diverse workforce.
The next step in this process would be to implement the new diversity training course. In order to meet all of the needs it would cover key topics such as:

- Building Cultural Competence
- Coaching and Mentoring
- Cross-Cultural Communication
- Cultural Competency in Dialogue
- Culturally Competent Customer Service
- Developing Learning Organizations
- Leadership Development
- Designing and Implementing a Diversity Program
- Exploring Our Cultural Assumptions
- Managing a Diverse Workforce
- Mediating Multicultural Conflict
- Organizational Culture Change
- Performance Management
- Preventing Sexual Harassment
- Recruiting, Interviewing, Hiring, and Retaining a Culturally Diverse Staff
- Training of Diversity Trainers

**Evaluation:** Once the diversity training program is implemented, establish and it has been run through a few times it is then time to evaluate it. The evaluation of the program will measure to see if what we planned in this assessment was accomplished, and if it wasn’t accomplished goals to fix that should be established for the next go around.
References:


