CHAPTER TWO - DIVERSITY CONSCIOUSNESS AND SUCCESS

CH 2 – Define
success
sociocultural theory
social forces
diversity skills
flexible thinking
learning styles
multiple intelligences
transculturation
emotional intelligence
organizations
groupthink
managing diversity
diversity training
blended learning
sociodramas
ethics
cultural competence

CH 2 - Multiple Choice
1. Sociocultural theory focuses on the
   a. biological context of one's thoughts and actions
   b. social context of one's thoughts and actions
   c. way in which we are controlled and manipulated by our environment
   d. the psychological and physiological underpinnings of our behavior

2. Field-dependent students
   a. prefer to work independently
   b. like to work with others to achieve a common goal
   c. tend to be insensitive to the needs of others
   d. are inclined to compete for individual recognition

3. Which of the following individuals theorizes that each of us possesses at least eight intelligences?
   a. Erving Goffman
   b. Joe Feagin
   c. Roosevelt Thomas
   d. Sonja Nieto
   e. Howard Gardner

4. According to Daniel Goleman's research involving more than 150 business firms, _____ distinguishes average performers from "superstars."
   a. IQ
   b. emotional intelligence
   c. seniority
   d. social class status
   e. technical qualifications

5. Rodney, who is working on a group project with a number of other coworkers in his department, has begun to feel that the rest of the group is not interested in his creative and sometimes outlandish ideas. Therefore, he finds it easier to keep quiet and go along with the group even if he disagrees. This is an example of
   a. groupthink
   b. emotional intelligence
   c. transculturation
   d. managing diversity

6. Communication and teamwork are competencies that allow people to interact in a way that values differences. Thus, they are examples of
   a. social forces
   b. transculturation
   c. diverse learning styles
   d. diversity skills
   e. diversity intelligence

7. According to Howard Gardner, there exist at least ____ intelligences.
   a. two
   b. three
   c. five
   d. eight

8. _____ is the process by which a person adjusts to another cultural environment without sacrificing his or her cultural identity.
   a. assimilation
   b. cultural pluralism
   c. multiculturalsim
   d. transculturation
   e. sociocultural flexibility

9. According to the text, diversity training has a positive impact when
   a. training is viewed as a long-term process
   b. trainers treat all individuals and organizations the same
   c. the primary motivation is to minimize the risk of costly lawsuits
   d. all of the above

10. Cultural competence refers to
    a. mastery of important do's and don'ts for different cultures
    b. something more holistic and transformational than diversity consciousness
    c. certain attitudes and skills
    d. all of the above

11. In an experimental study by Robert Schulman of Georgetown Medical Center, doctors proscribed treatment for different actors posing as patients. Findings from the study revealed that the doctors in the study were less likely to recommend appropriate treatment for
    a. uninsured patients
    b. Black and female patients
    c. patients who spoke with a noticeable accent
    d. White and old patients

12. In Chapter Two, the companies Lockheed Martin, Morgan Stanley, and Coca Cola are discussed to illustrate
    a. effective diversity training programs
    b. the negative impact of diversity training programs with minimal accountability
    c. the costliness of lawsuits stemming from inadequate diversity consciousness
    d. the dangers of groupthink in large organizations

CH 2 - True-False

1. Sociocultural theory is a perspective that focuses on the social and cultural context of one's thoughts and actions.
2. Transculturation is the process by which people sacrifice their own cultural identity in order to adjust to another cultural environment.
3. Diversity skills are those competencies that allow people to interact with others in a way that values differences.
4. Research shows that individuals can alter or expand their learning styles.
5. According to the text, research studies indicate that cultural upbringing plays a significant role in determining people's learning styles.
6. Managing diversity means creating an environment that enables everyone to realize their full potential.
7. Employment discrimination lawsuits in the U.S. have resulted in awards in excess of $500 million.
8. According to Daniel Goleman, emotional intelligence is the ability to think things through by suppressing one's own feelings.
9. Groupthink is one of a number of advantages afforded by a diversity conscious workforce.
10. Diversity training has a positive impact when training is viewed as an event rather than a process.

CH 2 – Fill In

1. Communicating and teaming with coworkers and clients from different cultural backgrounds require competencies that allow us to respect and value differences. These competencies, as discussed in the text, are referred to as _____ _____.
2. According to the text, diversity consciousness consists of understanding of diversity, diversity skills, and diversity _____.
3. Students who prefer to work by themselves and compete for individual recognition are described as being field _____.
4. As discussed in the text, _____ are groupings of people organized to achieve one or more goals.
5. Today, companies are increasingly offering diversity training by integrating online and traditional approaches to learning. This is referred to as _____ learning.
6. Diversity training often focuses on how workers, customers, and clients may not necessarily share the same standards regarding the rightness or wrongness of certain behaviors, or what we refer to as _____.

CH 2 - Essay

1. Does the meaning of success vary from person to person and culture to culture? Explain and support your answer with examples.
2. Explain sociocultural theory.
3. Explain how social forces shape 1) the way we view success and, 2) the explanations we offer for success.
4. The concept of cultural learning styles suggests that students from different cultural backgrounds may develop different ways of learning. Explain.
5. List and discuss three diversity skills that promote success at school.
6. List and discuss three diversity skills that promote success at work.
7. List and discuss three ways in which organizations benefit from the diversity consciousness of their employees.
8. What is meant by diversity training and discuss at least two examples.
9. Explain why a lack of diversity consciousness is costly to individuals and organizations. Support your answer with examples.
10. Explain and give an example of managing diversity.
11. In recent years, diversity training programs have been criticized. Explain why.
12. According to the text, diversity training is not always positive or effective. List and briefly explain four characteristics that heighten the *positive* impact of diversity training.

Answer Key – Chapter Two

Multiple Choice:

1. b
2. b
3. e
4. b
5. a
6. d
7. d
8. d
9. a
10. c
11. b
12. c

True/False:

1. T
2. F
3. T
4. T
5. T
6. T
7. T
8. F
9. F
10. F

Fill In:

1. *diversity skills*
2. *awareness*
3. *independent*
4. *organizations*
5. *blended*
6. *ethics*