

LANGUAGE AND YOU

When I hear someone speaking another language, I . . .

Accents to me are . . .

When I think about speaking another language, I . . .

When I try to communicate with someone who does not speak my language, I . . .

If someone told me I couldn't speak my native language, I'd . . .

When there is a language barrier, I wish . . .

It is most difficult for me to understand someone when . . .

If I had to speak another language at work, I'd . . .

When I hear an accent, I . . .

When someone doesn't understand me, I wish they'd . . .

COMMUNICATING EXPECTATIONS IN A DIVERSE ENVIRONMENT

Directions: Check (✓) those behaviors you expect from your staff. Then place an X next to those behaviors you have a difficult time getting.

Communicate	Announce Problems
<input type="checkbox"/> Let me know when something is unclear or confusing. <input type="checkbox"/> Ask if they don't understand. <input type="checkbox"/> Speak English on the job. <input type="checkbox"/> Make no derogatory remarks about other individuals or groups. <input type="checkbox"/> Not speak another language around others who don't understand. <input type="checkbox"/> Other _____	<input type="checkbox"/> Let me know when a mistake has been made. <input type="checkbox"/> Tell me about complaints from clients/customers. <input type="checkbox"/> Let me know when they are having difficulty. <input type="checkbox"/> Tell me when they disagree. <input type="checkbox"/> Let me know when there is a problem so we can fix it. <input type="checkbox"/> Other _____
Time	Solve Problems and Take Initiative
<input type="checkbox"/> Meet deadlines on projects and tasks. <input type="checkbox"/> Give advance notification if deadlines can't be met. <input type="checkbox"/> Make requests for vacations and days off in advance. <input type="checkbox"/> Stick to assigned break and lunch times. <input type="checkbox"/> Give notification of absences as early as possible. <input type="checkbox"/> Be responsible for own time, taking breaks and lunch when needed. <input type="checkbox"/> Be prompt in returning from breaks. <input type="checkbox"/> Be honest in filling out time cards. <input type="checkbox"/> Be on time for work, meetings, and appointments.	<input type="checkbox"/> Suggest improvements and solutions. <input type="checkbox"/> Work cooperatively with others to find solutions. <input type="checkbox"/> Share and give input at staff meetings. <input type="checkbox"/> Take independent action to deal with problems. <input type="checkbox"/> Ask me before they take independent action. <input type="checkbox"/> Take risks in trying innovative solutions. <input type="checkbox"/> Other _____