

2. Cultural diversity competence implies the underlying
 - a) qualities of tolerance and respect
 - b) qualities of empathy and warmth
 - c) qualities of cultural awareness, understanding and skill
 - d) a and b above
3. One can learn cultural diversity competence:
 - a) through purposeful training and practice
 - b) by learning another language
 - c) by interacting with culturally diverse people
 - d) by traveling to other countries
4. The interest in cultural diversity competence
 - a) exists in a just a few professional groups, such as among teachers
 - b) exists within a broad spectrum of workplaces
 - c) exists primarily among civil rights
 - d) a and c above
 - e) none of the above
5. A twofold national and global change underpins the need for cultural diversity competence
 - a) the decline in Western European immigration and the declining birthrate in the United States
 - b) the increased diversity in our communities and the accelerating pace of change
 - c) decline of White males in the workplace and the downsizing of organizations
 - d) a and c above
 - e) none of the above
6. An adaptive response to the change facing us is
 - a) to transform organizations and institutions into flexible systems
 - b) to institute proactive (anticipatory) organizations and institutions (as opposed to reactionary)
 - c) to continually restructure organizations and institutions in response to a constantly changing and unpredictable environment
 - d) all of the above
 - e) a and b above
7. In relation to the changes facing our society and world, cultural diversity is
 - a) a barrier to overcome in the adaptation to our changing environment
 - b) a resource useful in the adaptation to our changing environment
 - c) not an issue in the adaptation to our changing environment
 - d) a and b above
 - e) none of the above
8. Which best describes the multilevel problems facing our society
 - a) town, city, and county levels
 - b) city, county, state, and national levels

- c) personal, interpersonal, organizational and institutional levels
 - d) all of the above
 - e) a and c above
9. The broad objective of the training model is to:
- a) learn the interpersonal basis for fundamentally changing our organizations and institutions into more collaborative structures
 - b) learn to treat everyone the same regardless of the cultural diversity
 - c) learn to communicate with everyone regardless of the cultural diversity
 - d) none of the above.
 - e) b and c above
10. The training process is based on three dynamic fieldwork principles of:
- a) cultural competence, cultural relativism, cultural participation
 - b) cultural relativism, participant observation, ethnographic interviewing
 - c) holism, self-reflection and nonjudgment, emic contextualization and comparison
 - d) none of the above
 - e) a and c above
11. The four stages of organization change are:
- a) equilibrium stage- →change stage-→ conflict stage-→ new equilibrium stage
 - b) equilibrium stage-→ change and conflict stage- →problem solving stage-→ new equilibrium stage
 - c) relative equilibrium stage-→conflict stage- →proactive problem-solving stage→-new relative equilibrium stage
 - d) all of the above
 - e) none of the above
12. Which best describes the interactive learning mode:
- a) combines cognitive and experiential learning
 - b) is a dual-exercise of action and self-reflection
 - c) entails coaching, feedback, and self-reflection
 - d) a and c is correct
 - e) all of the above are correct

Power Point Presentation of Chapter 1 is in a separate file.

Answer Key, Page Numbers, and Learning Objectives (LO's)

- 1. b (pg. 1; LO #1)
- 2. c (pg. 1; LO # 1)
- 3. a (pgs. 2& 7; LO # 6 & 3)
- 4. b (pg. 1; LO #1 & 2)
- 5. b (pg. 1-2; LO # 2)
- 6. d (pgs. 1-3; LO # 2 & 4)
- 7. b (pg. 3; LO# 2, 4 & 5)
- 8. c (pg. 3-4; LO # 1, 3, & 4)