Diversity Training Case Scenarios

Case 1

Andy Attitude is a white male agent who has made up his mind not to participate in the diversity training at staff. In his mind, there is nothing in it for him. He sits with his arms folded and is rigid in his chair. He does not participate in small group discussions.

Case 2

Rita Right-Way smiles warmly as the program goes on. She nods her head, agreeing with statements that are made, but continually asks you for the right answer. At one point, Rita asks for a checklist so that she will know what to expect when she works with Asians, African Americans, or People with Disabilities.

Case 3

Harold Hooked was enjoying the diversity training and feeling very comfortable— that is until a participant expressed gross intolerance toward gay co-workers by making a very derogatory statement. Harold’s son just came out as gay in the last year, and this was a very sensitive topic for him. His face got red and he became defensive.

Case 4

Ed Expert knows everything about diversity. He is glad the organization is talking about the issue, but he is so busy he wonders why he has to be in this training since he has already attended the Tri-State Diversity Conference three times. As you (the trainer) move around the small groups, you hear Ed’s comments. Ed takes over the discussion at the table and makes a sexist remark. His group members are uncomfortable, but since he is an expert, they don’t question him.