

# Turn Diversity Into A Strength

**Time requirement:** 30 - 90 min (for a shorter team activity, the team leader can also preselect questions to focus on)

To leverage diversity in your team, communication is key. Rather than making everyone in the team the same, try to understand your differences and turn that diversity into a strength.

This activity can be done with a team in a forming phase, or to increase team understanding and boost up performance at any point in time. Meet up with your whole team. If the team is larger, split up into subgroups of 3-5 people, that you mix up after a set of questions.

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**Part 1:** Get to know your own prejudices and discuss them with your teammates.

1) What makes a first good impression? What makes a bad one?

2) When you meet someone, what do you notice? Their dress? Speech? Manners?

3) How important are formal credentials to you? What school people went to? What titles they have?

4) What conclusions do you draw from first impressions and formal credentials? That people are lazy? Pushy? Rigid?

5) What is your view of status. Do you look up to authorities? Or is everyone equal?

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**Part 2:** How do you view different actions? Discuss with your teammates.

1) Is a promise an aspiration or a guarantee?

2) Is it important to be on time and to keep deadlines?

3) What are reasonable consequences of missing an appointment or a deadline?

4) Should people step up to take responsibility or should they wait to be called on?

5) Is complaining okay or is it more important to keep a positive attitude?

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**Part 3:** Look at potential interactions between teammates.

1) What emotions are appropriate to display in a business context? Anger? Silliness? Crying? Laughing?

2) How do you express anger? How do you express enthusiasm?

3) Do interruptions signal interest or rudeness? Does silence mean reflection or dislike?

4) Should differences be discussed in public or in private?

5) Is irony and sarcasm appreciated?