“UNPACKING THE TOUGH STUFF”

PRESENTER:
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SENIOR DIVERSITY SPECIALIST
THE DIVERSITY BOOTH INC.
CEO/FOUNDER
OBJECTIVES:

I. DEFINE AND RECOGNIZE KEY TERMS LISTED: CULTURE HUMILITY, IMPLICIT BIAS, MICROINEQUITIES, STEREOTYPING, AND VALUES

II. DEFINE BEST PRACTICES FOR CULTURAL HUMILITY IN PERSONAL AND PROFESSIONAL LIVES

III. DESCRIBE THE IMPORTANCE OF CULTURALLY DIVERSE INTERACTIONS.

IV. DESCRIBE WAYS IN WHICH CULTURE INFLUENCES AN INDIVIDUAL AND FAMILIES.

V. EXPLAIN IMPORTANCE OF DIVERSITY AND INCLUSION IN TODAY’S SOCIETY

VI. ANALYZE TOUGH CULTURAL SITUATIONS THROUGH INTERACTIVE DISCUSSION AND EXERCISES

VII. DEVELOP STRATEGIES FOR OVERCOMING BIASES AND PRE-PROGRAMMED IDEAS
THE FOUR AGREEMENTS

1. “STAY ENGAGED,”

2. “SPEAK YOUR TRUTH,”

3. “EXPERIENCE DISCOMFORT,” AND

4. “EXPECT AND ACCEPT NON-CLOSURE.”

THE SIX CONDITIONS

1. ESTABLISH A CULTURAL CONTEXT THAT IS PERSONAL, LOCAL, AND IMMEDIATE,

2. DEVELOP A SAFE-SPACE FOR COMMUNICATION AND LEARNING

3. MONITOR THE PARAMETERS OF THE CONVERSATION BY BEING EXPLICIT AND INTENTIONAL

4. PROVIDE CONTENT FOR IMMEDIATE IMPLEMENTATION THROUGH INTERACTION EXERCISE AND DISCUSSION

“GOOD PEOPLE” CHECKLIST

• KIND
• DON’T CUSS PEOPLE OUT (REGULARLY)
• HOLD ELEVATOR DOORS
• STOP AT CROSSWALKS
• VOLUNTEER IN COMMUNITY
• FEED THE HOMELESS
• CLOTHE THE NAKED
• ATTEND CONFERENCES ON DIVERSITY
WHY CULTURAL HUMILITY

• **CULTURAL SENSITIVITY** — IMPORTANCE OF NOT ASSIGNING MORE VALUE TO ONE CULTURE OVER ANOTHER

• **CULTURAL COMPETENCE** — HAVING AN AWARENESS OF ONE’S OWN CULTURAL IDENTITY AND VIEWS ABOUT DIFFERENCE

• **CULTURAL HUMILITY** — WILLINGNESS TO SUSPEND WHAT YOU KNOW, (OR WHAT YOU THINK YOU KNOW) ABOUT A PERSON BASED ON GENERALIZATIONS OF THEIR CULTURE. YOU ARE OPEN TO WHAT THEY HAVE DETERMINED IS THEIR PERSONAL EXPRESSION OF THEIR CULTURE

https://thesocialworkpractitioner.com/2013/08/19/cultural-humility-part-i-what-is-cultural-humility/
CULTURAL HUMILITY

“THE ABILITY TO MAINTAIN AN INTERPERSONAL STANCE THAT IS OTHER-ORIENTED (OR OPEN TO THE OTHER) IN RELATION TO ASPECTS OF CULTURAL IDENTITY THAT ARE MOST IMPORTANT TO THE PERSON.”

- Hook, Davis, Owen, Worthington and Utsey (2013)
WHAT IS CULTURE?
WHAT IS CULTURE?

Culture

- Working Schedules
- Language
- Medical Cure
- Clothes and Dressing
- Religion
- Manners
- Child-rearing Methods
- Jokes
- Food
- Celebrations
- Folk Art

https://hubpages.com/education/Culture-Observation
CULTURE AND CULTURAL IDENTITY

• Culture typically refers to behavioral and attitudinal norms, inherited ideas, beliefs, values and knowledge transmitted and reinforced by members of the group.

• How we see ourselves and how others see us matters, as well as the messages we have internalized about our perceived identities.
CULTURAL IDENTITY STEREOTYPES

• WHAT **STEREOTYPE** IS ASSOCIATED WITH YOUR CULTURAL IDENTITY?

• WHAT ABOUT THE STEREOTYPE **BOTHERS** YOU?

• WHAT **EMOTIONS** DO YOU FEEL ABOUT THE STEREOTYPE?
STEREOTYPES VS GENERALIZATIONS

• STEREOTYPES PASS JUDGMENT, LEAVE LITTLE OR NO ROOM FOR EXCEPTIONS.
• THEY CREATE CATEGORIES THAT OFTEN DOMINATE ALL OTHER FEATURES OF A PERSON.
• STEREOTYPES TEND TO NOT CHANGE, EVEN WHEN PROVEN WRONG. THEY DO NOT HELP US UNDERSTAND OUR DIFFERENCES.

• GENERALIZATIONS, ON THE OTHER HAND, TAKE A MOUNTAIN OF DATA AND PRODUCE A CONVENIENT PATTERN WITH WHICH WE CAN QUICKLY AND EFFICIENTLY PROCESS LITTLE MOUNDS OF DIRT RESEMBLING THOSE MOUNTAINS.

THE EMBER WHEEL
http://emorywheel.com/generalizations-v-stereotypes/
INTENT VS IMPACT
IMPLIED BIAS AND ITS EVERYDAY IMPACT
SAY THE COLOR ALOUD

RED
YELLOW
GREEN
BLUE
ORANGE
BROWN
Blue
WHAT IS IMPLICIT BIAS?

• THE ATTITUDES OR STEREOTYPES THAT AFFECT OUR UNDERSTANDING, ACTIONS, AND DECISIONS IN AN UNCONSCIOUS MANNER.

• ACTIVATED INVOLUNTARILY, WITHOUT AWARENESS OR INTENTIONAL CONTROL.

• CAN BE EITHER POSITIVE OR NEGATIVE.

• EVERYONE IS SUSCEPTIBLE.
HOW WE ACQUIRED THEM:

INTERACTIONS

ASSOCIATIONS

BIASES
WHY IMPLICIT BIAS MATTERS?

- IMPLICIT BIAS MATTERS BECAUSE EVERYONE POSSESSES THESE UNCONSCIOUS ASSOCIATIONS,
- IMPLICIT BIAS AFFECTS OUR DECISIONS, BEHAVIORS, AND INTERACTIONS WITH OTHERS.
- IMPLICIT BIASES CAN BE POSITIVE OR NEGATIVE, BOTH CAN HAVE HARMFUL EFFECTS WHEN THEY INFLUENCE OUR DECISION-MAKING.

IF YOU CAN NAME IT…..YOU CAN TAME IT

• **COMPETENCY PROVING**- Frequent efforts made by minority group to demonstrate they are qualified

• **COLOR-BLIND RACIAL ATTITUDE**- The belief or idea that discrimination no longer exist based on race

• **TOKENISM**- When a member of a group is treated as a representative for the whole, instead of an individual

• **FAILURE TO DIFFERENTIATE**- When members of a minority group are mistaken for one another

• **STATUS LEVELING**- When a person from an underrepresented group is assume to belong to a lower social category or position
**WHAT IS THE SOLUTION?**

1. **Educate Yourself**
   
   Take the Implicit Association Test (IAT) at [implicit.harvard.edu](http://implicit.harvard.edu) to learn of your unconscious beliefs. Study history and look for the connections between the past and the current realities of inequality.

2. **Take Action**
   
   Seek people who run counter to stereotypic views, increase contact with groups of people outside of your own demographics, and try to think of things from the perspective of others.

3. **Be Accountable**
   
   When confronted with bias, take the time to examine your actions or beliefs. Think of how you would explicitly justify them to other people.
PRIVILEGE:

WHAT IS IT?

• “A RIGHT, FAVOR, OR IMMUNITY, GRANTED TO ONE INDIVIDUAL OR GROUP AND WITHHELD FROM ANOTHER.” –WEBSTER’S DICTIONARY

WHO HAS IT?

EVERYONE!!

EXAMPLES

MALE,
WHITE,
CIS-GENDER,
ABLE-BODIED
it’s the Little things
MICRO-INEQUITIES

• MICRO-INEQUITIES ARE SUBTLE, OFTEN UNCONSCIOUS, MESSAGES THAT DEVALUE, DISCOURAGE AND IMPAIR WORKPLACE PERFORMANCE

• THEY ARE CONVEYED THROUGH FACIAL EXPRESSIONS, GESTURES, TONE OF VOICE, CHOICE OF WORDS, NUANCE AND SYNTAX. REPEATED SENDING, OR RECEIVING, OF MICRO-INEQUITIES CAN ERODE COMMITMENT AND LOYALTY AND HAVE THE CUMULATIVE EFFECT OF DIMINISHING OVERALL WORKFORCE PERFORMANCE

"Micro-affirmations & Micro-inequities" Mary Rowe (c)2008
PEOPLE WHO EXPERIENCE MICRO-AFFIRMATIONS FEEL

• INCLUDED
• APPRECIATED
• SUPPORTED
• ENDORSED
• SEEN
• HEARD
• VALUED
QUESTIONS?
THANK YOU!!!