


Understanding Exclusionary Behaviors!

DEIA, Implicit Bias, & MICROAGGRESSIONS!

PRESENTED BY GWEN MAAG




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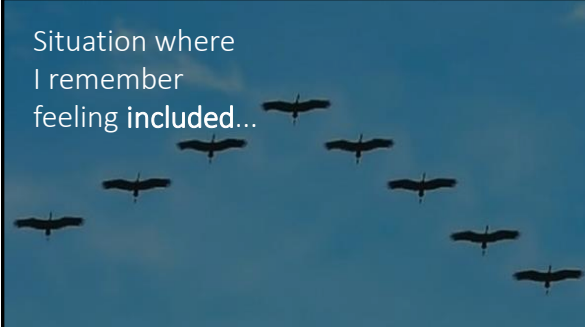


Learning Outcomes

- Explain psychological safety, exclusionary behaviors, bias, and the effects they have on the workplace.
- Define DEI (Diversity, Equity, Inclusion).
- Identify the term 'microaggressions'.
- Explain how to respond to micro-aggressive behavior in a positive and helpful manner.

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Situation where I remember feeling included...



3

Situation where I remember feeling excluded...



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Psychological Safety in the Workplace (Levels)

- Safety in risk-taking
- Encouraging brainstorming
- Openly challenge status quo
- Share feedback
- Team climate: trust, mutual respect

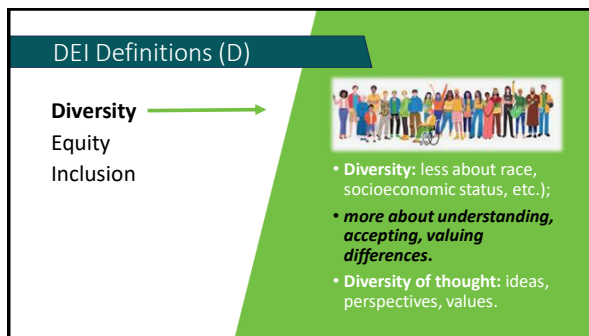
**To listen and be heard!
Truest indicator of culture!**

- ✓ Comfort Admitting Mistakes
- ✓ Learning from failure
- ✓ Better creativity & decision-making
- ✓ Open sharing of ideas

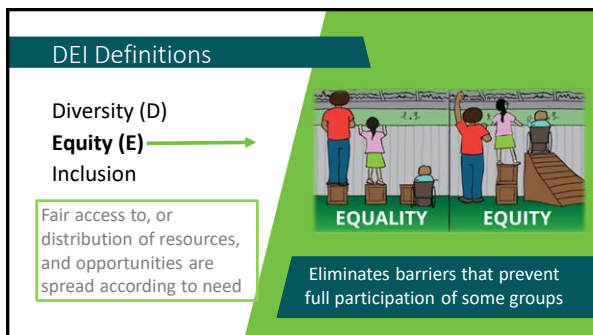
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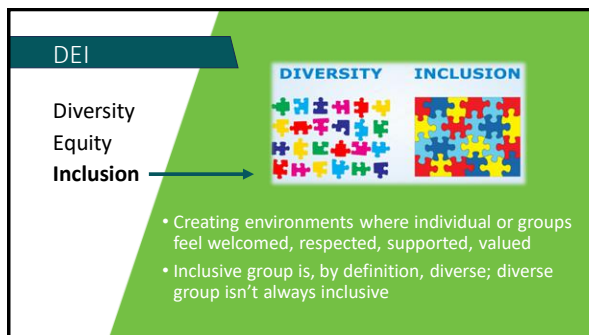
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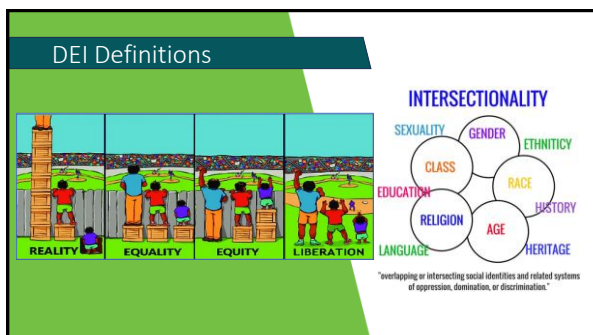
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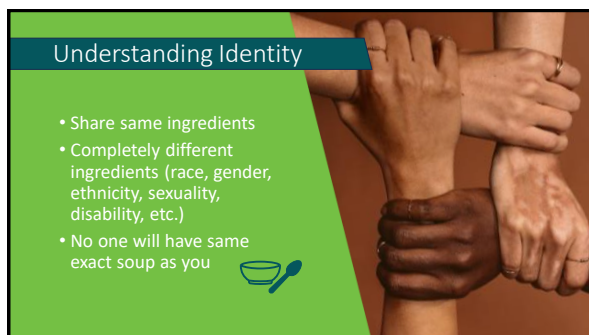
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Understanding Socialization

- Process of internalizing norms/ ideas of society through:
 - Education
 - Church
 - Peers
 - Family
 - Media
 - Business
 - Laws
- **Clash!** experiences don't match
- Can't be = if defining one group is better than another
- **Social structures build, limit, place value on identities**



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Why don't we all have + PSYCHOLOGICAL SAFETY, EQUITY, INCLUSION?

BIAS PREJUDICE!

Exposure to direct and indirect messages!
Natural inclination OR LEARNED associations for or against: ideas, objects, groups, individuals

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Bias Types

EXPLICIT BIAS

- Expressed directly
- Aware of bias
 - Planned
- Less common

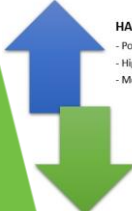
IMPLICIT BIAS

- Expressed indirectly
- Unaware of bias
- Spontaneous/automatic
 - Not intentional
 - Widely prevalent

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Implicit/Unconscious Bias

- Ageism
- Gender
- Name
- Classism (social status)
- Affinity bias (preference like you)
- Authority bias
- Anchor bias (automatic)
- Halo Effect (**perceived + trait**)
- Horns Effect (**perceived - trait**)



HALO EFFECT

- Positive Impression
- Higher Equity
- More Trust & Better Value

HORN EFFECT

- Negative Impression
- Lower Equity
- Lesser Value & Low Trust

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How our brains process info...

Brain Process 11 Million Bits of Info. Every second

System 1

- Outside of conscious awareness
- Automatic; fast; accurate
- Red light; turns green; proceed
- Mental association; no conscious effort or thought
- Mental associations (perception & action) operating implicitly
- Majority of cognitive processing is System 1

System 2

- Conscious processing
- Requires concentration; effort; deliberate concentration

TOGETHER, BOTH MENTAL PROCESSING SYSTEMS, HELP US MAKE SENSE OF THE WORLD

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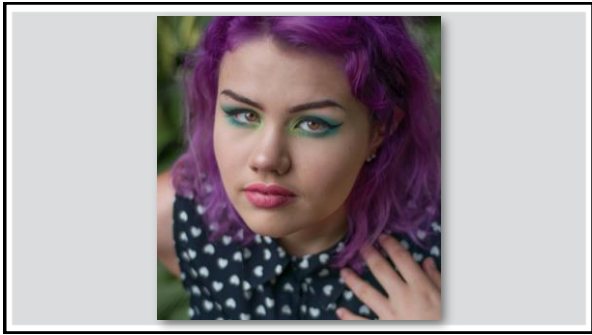
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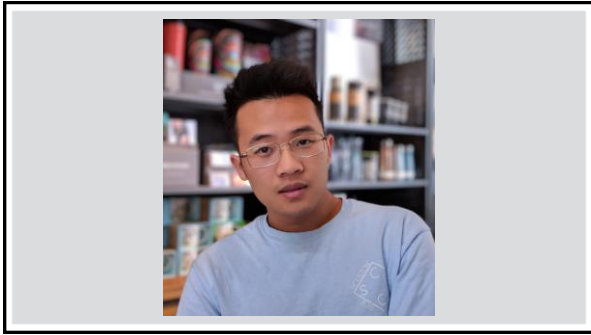
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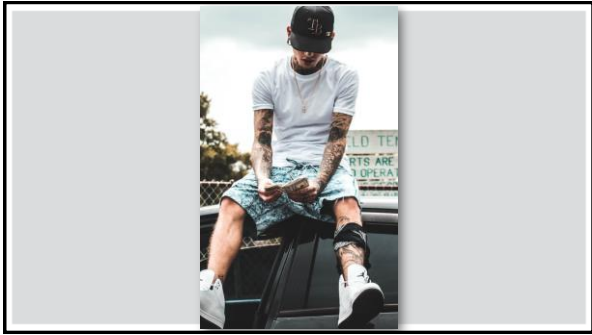
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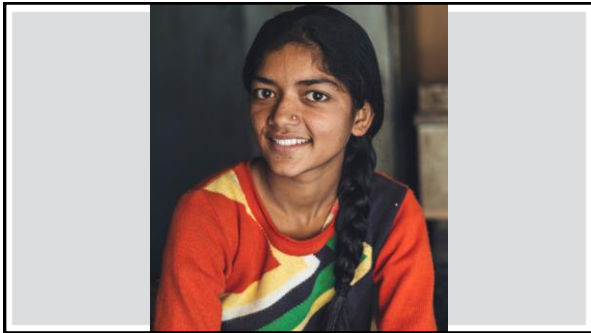
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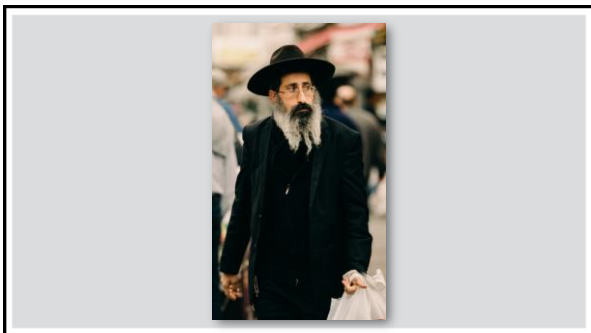
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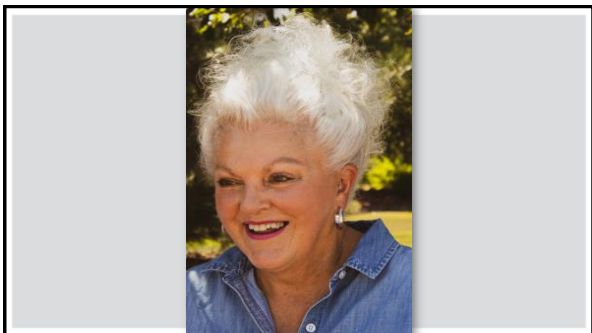
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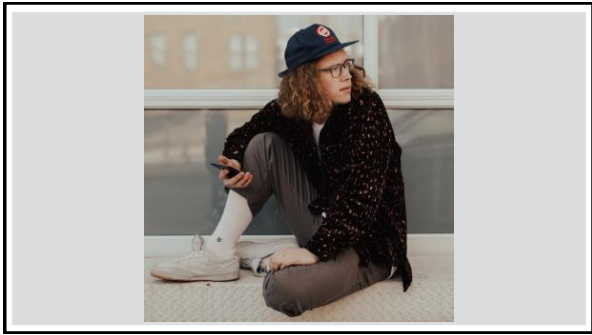
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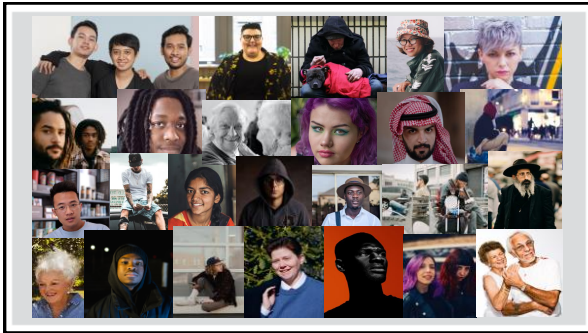
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Mental Associations

<p>Flowers</p> <ul style="list-style-type: none"> • Orchid • Daffodil • Tulip <p>Association: Happy, pretty, pleasure</p>	+	<p>Insects</p> <ul style="list-style-type: none"> • Ants • Cockroaches • Mosquitos <p>Association: rotten, ugly, filth</p>	-
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SEEDS MODEL*

Similarity:	Tendency to view people who look/ think like us more +
Expedience:	Tendency to rush to conclusions in our thinking
Experience	Tendency to believe our perceptions inherently are truer
Distance:	Tendency to assign ↑ value to things perceived closer to us
Safety:	Tendency to over-account for - outcomes vs. + ones

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How to Alleviate Influence of Implicit Bias




- Focus on seeing people as individuals
- Work on consciously changing your stereotypes
- Take time to pause & reflect
- Adjust your perspective
- Increase your exposure
- Practice mindfulness

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How to Reprogram Implicit Bias

- Meaningful engagement with persons with different identities
- Getting to know people on a *real, personal level*
- Use counter-stereotypical images in workplace
- Taking enough time to *carefully process* a situation before making a decision - can minimize implicit bias
- Implicit Association Test (IAT)
- Begin new associations



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Marginalized Groups

Groups, communities experiencing discrimination, exclusion because of unequal power

GLBT	Senior citizens	Racial/Cultural minorities	Military Combat Veterans	Persons of below average intelligence	Hearing, visually, physically challenged persons
Serious & persistent mental illness	Cognitive Impairments	Gamblers and substance abusers	Autism Spectrum persons	Gifted & talented	Disfigurements
Living in Poverty	Sex offenders	Homeless	Felons		

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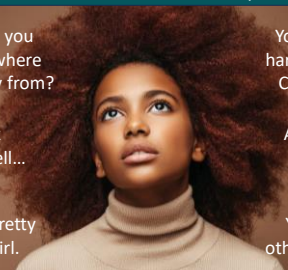
Ableism

"The belief that non-disabled people are inherently superior to disabled people."
Annie Elaineay, Disability activist

"I'm really OCD about my files"	"Ugh, I can't read. I'm totally dyslexic today."	Trivializes or makes light of serious health condition
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Subtle, Unintentional Exclusionary Statements



Where are you from? No, where are you really from?	Your name is too hard to pronounce. Can I call you...?
You speak English so well...	Are you forced to wear that?
You're really pretty for a Black girl.	You're not like other Black people.

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More Exclusionary Statements...



"You don't act black."	"But you sound white."
"Can I touch your hair?"	"You're lucky there's affirmative action."
"You're pretty in an exotic way."	"You don't dress ghetto."

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Persons who don't fit into mainstream culture are affected by bias and microaggressions!

Which	One
Doesn't	Belong?!

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(3) Types of Microaggressions

- Microinsults
- Microassaults
- Microinvalidations



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Other Exclusionary & Microaggression Statements

"Wow – you have good English."	"So...What are you?"	What country are you from?
"I guess there are some really smart women who good at tech positions."	"I've heard black folks from the south, eat a lot of Chicken and grits."	"You don't look gay..."
		Any remark that is demeaning or degrading. <ul style="list-style-type: none"> • Race • Gender • Sexuality • Parental status • Socioeconomic • Background • mental health • any aspect of our identity



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More Microaggressions in the Workplace

- 'The way you've overcome your disability is so inspiring'
- 'Your name is so hard to pronounce'
- Female experts in their field are interrupted, or males rolling their eyes when they speak
- Female employee labeled: pushy, bossy, a "diva", difficult to get-along w/ while male counterpart described as forceful, 'sets high standards'
- Referring to targeted groups as "you or your people"
- Others w/ disabilities, blonde hair, overweight, LGBTQ+, religious groups - target of jokes



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Psychological Safety? Sense of belonging?

IT EXCLUDES PEOPLE.

- Persons moving away from you
- Not giving person eye contact
- Ignoring people
- Dismissive of person's opinion
- Interrupting person is speaking
- Lack of awareness: personal boundaries
- Assumption about seniority – most senior person white
- Social events around alcohol
- Assumptions: skills, abilities, temperament based on stereotypes



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What is Cultural Appropriation?



IT'S ABOUT MORE THAN HALLOWEEN

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Microaggression & Cultural Appropriation Impact

- Just as harmful as overt racism
- **THEY ARE NOT MICRO!**
Impact is **MACRO!**
- ↓ psychological well-being
- Minimizes harmful effects
- **Prioritizes comfort for ourselves**, centering intentions instead of impact



We have all done it **BUT**, we must think before we speak – changing our mindset.

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Freedom of Speech

Freedom of press and freedom of speech – can be abused

Freedom of speech means **assuming responsibility** for your speech

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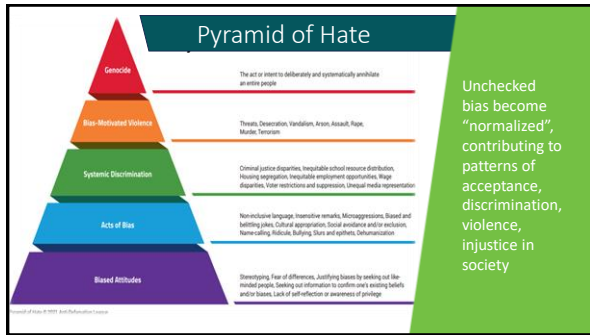
Benefits of Diversity of Thought & Cultures



Psychological Safety

- Different life experiences
- ↑ problem recognition
- ↑ creative solutions
- **WE ALL WANT TO BELONG**
- **WE ALL WANT TO FEEL SAFE**

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Why Do Microaggressions Occur?

- Implicit bias
- Stereotyping
- Clash of racial, identity, or other realities
- Failure to recognize another person's experience
- Belief that microaggressions are minor, not harmful
- Failed attempt at humor
- Belief that you are being complimentary

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Microaggressions wound people...

Accumulation of wounds over time... damages the spirit

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Microaggression Alienates & Excludes

They communicate YOU or THEY ARE:

- Invisible
- Inadequate
- Different
- Don't belong
- Inferior
- Not normal
- Not welcome
- A threat or burden
- A lesser human being

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Effects of Microaggression in Workplace

- Lower productivity
- Create hostile work climates
- Devalue social identity groups
- Feel disempowered and isolated
- Can produce mental health issues
(Anxiety, Depression, Sleep difficulties, Internal dilemma)

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Who is Guilty of Microaggressions?

ALL OF US!
No malicious intent

Dehumanizing




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Question...

If a person from a marginalized group pointed out to you, that one of *your* comments was microaggressive,

- ? how would you respond?
- ? Would it change the likelihood of you making a similar comment in the future?
- ? Why or why not?




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WHAT IF YOU WERE THE ONE Subjected To It?

- Take responsibility
- Person correcting you deserves respect
- Learn from discomfort

Discomfort = Growth.

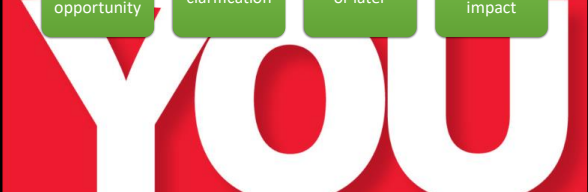
Whatever makes you uncomfortable is your biggest opportunity for growth.



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IF AT YOU...


- Treat as learning opportunity
- Ask for clarification
- Discuss now, or later
- Explain intent versus impact



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What to Say as 'Wounded' Person or Bystander


- Look shocked, confused, disappointed, etc.
- Point out / challenge exclusionary behavior
- Express your feelings - "That hurts my feelings"
- "That's offensive"
- Appeal to values - "Do you really believe that?"
- Get them to explain - "What did you mean by that?"



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Wounded Person or Bystander (cont.)

- Give more info. - "Persons w/disabilities are able to accomplish a lot."
- Use humor - "Interesting, you sound like my grandpa"
- Talk to trusted others; reach out to people
- Become more informed and empathetic
- Raise your awareness of microaggressions
- Do your own work
- Practice self-care



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How to Respond When YOU Are 'Called Out'

- Do your research
- Try harder the next time
- Resist urge to defend yourself
- Acknowledge other person's hurt feelings
- Sincerely apologize; thank them
- Acknowledge what you've learned
- Remember: this doesn't make you a bad person



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Nobody's Perfect




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Question everything you believe to be true all the time.

What biases have you learned to be true about marginalized groups?

Who is in your inner circle--do they all look like you?

Why does our nation only celebrate certain holidays?

Why do you attribute certain roles and characteristics to someone based on their gender, race, ability-status, socioeconomic status etc.?

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Microaffirmations

'Tiny acts of opening doors of opportunity, gestures of inclusion and caring, and graceful acts of listening'



BE INTENTIONAL!
Our intentions create our reality...

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"I did then what I knew how to do. Now that I know better, I do better."
- Maya Angelou

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In summary...

The moment you stop learning is the moment you die. It highlights just how vital educating yourself on topics pertaining to diversity, equity and inclusion are.

Commit yourself to learning.

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