Unpacking Identity and Bias

*Developing as Change Agents for Diversity, Equity, Inclusion and Accessibility*

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1:00 pm - 2:30 pm

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ICEBREAKER

WHAT’s in a NAME?

Share the Unique History of Your Name.
BRIEF OVERVIEW of TODAY’S SESSION

DEFINITIONS for DEIA

MICROAGGRESSIONS

IDENTITY & CULTURAL CONTACT LENS

PRIVILEGE

BIAS & CHANGE AGENCY
PART ONE

01

INTRODUCTION

CHiME
1. Develop a Common Language and Set of Definitions around Diversity, Equity, Inclusion & Accessibility

2. Outline of Program Goals: Identity, Intersectionality, Privilege, Microaggressions, Bias

3. Discuss Dimensions of Difference

4. Begin to Think Critically about Cultural Differences and how better to Navigate in a Culturally Diverse Organization
Discuss Ways to Shift Our Individual, Collective and Organizational Mindset

Discuss Privilege

Learn about Microaggressions and Solutions for Microaggressions

Learn about Different Forms of Bias
DEFINITION OF TERMS

- Diversity
- Equity
- Inclusion
- Accessibility
- Belonging
- Culture
- Intercultural Competence
- Identity
- White Privilege
- Microaggressions
- Intersectionality
- Bias
- Allyship
DIVERSITY

The Mix of Differences

“THE WHO”

Diversity means a culture that values uniqueness. (e.g., nationality, ethnicity, gender, age, physical ability, sexual orientation, economic status, education, profession, religion, and organizational affiliation)...

Diversity is assessed by determining representation of designated cultural, ethnic or other groups within an organization.
INCLUSION

“THE WHAT”

Inclusion is the goal. Inclusion means inviting diverse groups in and ensuring everyone can take part in the life of the organization, everyone feels welcomed, appreciated and involved. It occurs when people are working together effectively, and their cultural experiences and differences feel valued and engaged. Inclusion is leveraging differences in a way that increases contributions and opportunities. Inclusion is measured through outcomes such as climate surveys, turnover rates, grievances that have been filed, and even conflict.
EQUITY

"THE HOW"

Equity means each person has the same opportunities for advancement, and the right support is granted for advancement so the inclusion can be nurtured for success.

Organization Equity is defined as the relative distribution of power and resources among key internal organizational stakeholders, including directors, executives, managers, and employees.
Accessibility can be viewed as the “ability to access” and benefit from some system or entity... This is about making things accessible to all people (whether they have a disability or not).

Civil rights may cover different aspects of individual’s lives. All the members of society should have equal access without barriers and obstacles that limit accessibility and opportunity into public spaces and facilities.
The outcome is a sense of belonging. Belonging helps each individual feel they can bring their authentic self to work and be accepted for who they are.
Culture reflects a "set of agreed upon expectations" or a normative system in a social community. The shared expectations structure how individuals in the community act toward one another and how they likely may act toward people who do not share the same patterns of interpretation and behavior.
INTERCULTURAL COMPETENCE

The knowledge, skills, and attitudes needed to interact successfully with others from different backgrounds.

The business focus on intercultural competence is driven by an increasing necessity and aspiration to diversify the workforce.
DEFINITION OF TERMS

INTERCULTURAL COMPETENCE

The capability to shift perspectives and adapt behavior to cultural difference and commonality. Intercultural Competence reflects the degree to which cultural differences and commonalities in values, expectations, beliefs, and practices are effectively bridged, an inclusive environment is achieved, and specific differences that exist in your organization are addressed from a "mutual adaptation" perspective.
Identity is the qualities, beliefs, personality, looks and/or expressions that make a person (self-identity) or group (cultural identity).
INTERSECTIONALITY

The complex cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, classism, homophobia, etc.) combine, overlap or intersect especially in the experiences of marginalized individuals or groups.
WHITE PRIVILEGE

The set of social and economic advantages that White people have by virtue of their race in a culture characterized by racial inequality.
Everyday insults, indignities and demeaning messages sent to historically marginalized groups by well-intentioned members of the privileged group who are often unaware of hidden messages being sent.
BIAS

A tendency in favor of or against one thing, person or group compared with another, usually in a way considered to be unfair. All people exhibit implicit bias at both conscious and unconscious levels.
ALLYSHIP

Allyship is the practice of emphasizing social justice, inclusion, and human rights by members of an ingroup to advance the interests of an oppressed or marginalized outgroup. Allyship is part of the anti-oppression or anti-racist conversation, which puts into use social justice theories and ideals.
PART THREE

DIFFERENCES THAT MAKE A DIFFERENCE

- Personality
- Internal Dimensions
- External Dimensions
- Organizational Dimensions
The Diversity Wheel is adapted from Marilyn Loden’s book, Implementing Diversity©1996.
DIMENSIONS OF DIFFERENCE

DIFFERENCES THAT MAKE A DIFFERENCE

- Age
- Athleticism
- Disability
- Economic Class
- Economic Level
- English Literacy
- Ethnicity/Culture
- Family Status
- Gender Identity/Expression
- Geographic Region
- Hierarchical Level
- Immigration Status
- Job Function
- Marital or Relationship Status
- National Origin
- Parental Status
- Race
- Religion/Spirituality
- Sex
- Sexual Orientation
- Size/Appearance
- Skin Color; Phenotype
- Veteran Status
- Viewpoint/Political Affiliation
- Working Style
- Years of Experience
PART FOUR

WHITE PRIVILEGE: Unpacking the Invisible Knapsack

Dr. Peggy McIntosh
04 POWER AND PRIVILEGE

INTEGRATING FORMS OF PRIVILEGE
Unearned advantages in society due to skin color - Lack of awareness of white privilege.

People are typically taught about racism, not privilege.

Men do not recognize or acknowledge their male privilege - Even though men are aware of women’s disadvantages.

Men want to work to improve women’s status - But do not consider lessening their own. This is the conundrum of affecting change.
White people are taught to identify racism as putting others at a disadvantage; however, White people are not taught about White privilege putting themselves at an advantage.

“White privilege is like an invisible weightless knapsack of special provisions, maps, passports, codebooks, visas, clothes, tools, and blank checks.”
The Invisible Knapsack article is about recognizing and deconstructing “norms.”

We conducted a White Privilege “Audit.”
In your small groups, discuss these questions with your colleagues:

**Food for Future Thought**

- Why is it challenging for white people to think about (and do something about) White Privilege?
- What can you do to combat racism?
  - Be introspective if this is your identity. Consider a conversation with others if this is not your identity, or consider another form of privilege that you have.

CHIME -
Our Challenge for Change

FOOD FOR THOUGHT...

1. Understand the list of skin-color-based privileges:
   • How do we, and how do we help our colleagues, understand skin-color privilege on a personal level?

2. Integrate all forms of privilege:
   Race, Ethnicity, Gender, Sexual Orientation, Ability, Age, Class, etc.
   Within CHIME, we can extend our knowledge and educate Leadership, Medical Professionals & Students, and Support Staff on all forms of privilege.

3. What suggestions can we make that are actionable to instigate change?
CHIME - Our Challenge for Change

GOALS

PERSONAL INDIVIDUAL CHANGE

CHIME MEMBERS AS LEADERS IN THEIR INSTITUTIONS

CHIME FOUNDATION MEMBER ORGANIZATIONS

CHIME AS A "SYSTEM"

HEALTHCARE IT ON A MACROLEVEL
and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional that communicate hostile, derogatory, or negative slights and insults toward various people, particularly those or historically marginalized groups
What is a MICROAGGRESSION?
Three Forms of MICROAGGRESSIONS

- Micro-Assaults
- Micro-Insults
- Micro-Invalidations
MICRO-ASSAULTS

CONSCIOUS and intentional discriminatory actions
MICRO-ASSAULTS

Kevin Nadal, PhD, Teachers College, Columbia University
Professor, Author, Psychologist, Activist
John Jay College of Criminal Justice
MICRO-ASSAULTS

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This girl sitting next to me moves to sit closer to someone she's talking to, and this white guy whispers loudly that she moved b/c I...” Smell like rice”
MICRO-INSULTS

VERBAL, nonverbal, and environmental communications that subtly convey rudeness and insensitivity that demean a person’s heritage or identity.
MICRO-INSULTS

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“You don’t act like a normal black person ya’ know?”
COMMUNICATIONS that subtly exclude, negate, or nullify the thoughts, feelings or experiential reality of others
"... I'm not being homophobic, you're just being too sensitive..."
MICRO-INVALIDATIONS

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Characteristics of MICROAGGRESSIONS

Everyday actions that occur all around us

By people who believe they are fair-minded, without prejudice

Possible without any conscious intent or malice

Usually unaware of how their comment, tone, or behavior negatively impact others
May be considered “No Big Deal”
Few recognize the cumulative, enduring impact of the constant barrage of microaggressions
Some may not even recognize they have experienced a microaggression until later
Ascription of Intelligence

Alien in Own Land

Assumption of Inferiority

Assumption of Criminal Status

Assumption of Universal Experience

Second Class Citizen

Exoticization
Examples of MICROAGGRESSIONS

Everyday acts of exclusion against underrepresented groups that attempt to denigrate their capabilities

- Interruptions
- Translations
- Misidentifications
- Exclusion
- Marginalization
Provide a safe space in which a client/colleague would be able to share trepidations or provide feedback

Be Willing to admit when you make mistakes

Be Willing to discuss your own working relationship, your own biases and identities, and other dynamics that may influence the discussion

Provide Microaffirmations - subtle or apparently small acknowledgements of a person’s value and accomplishments
Solutions for MICROAGGRESSIONS

- **Counter Microaggressions** by acting as an ally
- **Provide** our full attention
- **Acknowledge** each other’s contributions
- **Assumptions** put aside
- **Recognize** strengths
- **Respectfully** ask questions for clarification
05 MICROAGGRESSIONS

INTENT ~ IMPACT
Implicit Bias

- Negative stereotypes
- Counteract bias
- Push through discomfort
- We all make mistakes
- Assume good intent
- Check ourselves before we wreck ourselves
Bias (noun)
A tendency to believe that some people, ideas, etc. are better than others that usually results in treating some people unfairly.

Bias (verb)
To cause or show inclination or prejudice for or against someone or something.

IMPLICIT BIAS
Stereotypes and Performance Bias

Performance Attribution Bias

Competence/Likeability Tradeoff Bias
FORMS OF BIAS

Prototype Bias
Similarity/Affinity Bias
Halo Effect / Horns Effect
Confirmation Bias

IMPLICIT BIAS
FORMS OF BIAS

- Stereotype threat - run the risk of underperforming because of a stereotype that is held about your group
- Self-handicapping behaviors that make you not perform as well; getting nervous and anxious and exhibit self-handicapping behavior - thus underperforming
The dominant in-group people are given credit more often and it is attributed to their own skill.

If the sub-dominant group is successful, it is attributed to luck or receiving help, rather than the possibility of their brilliance.
IMPLICIT BIAS

Performance Attribution Bias

Zaila Avant-garde, 14, winner of the 2021 Scripps National Spelling Bee
FORMS OF BIAS

- Often Women face a tradeoff of competence vs. likeability
- Office Housework

Competence / Likeability Tradeoff Bias

IMPLICIT BIAS
Prototype Bias happens when we have a preconceived notion of who we think would be right for a particular role based on stereotypes.

These mental pictures are based on who we have seen succeed in the past and can influence who we think will succeed in the future.

Implicit associations are ingrained and can shape our prototypes.
IMPLICIT BIAS

FORMS OF BIAS

Blind Spots
- Can span any dimension of diversity & limit our choices
- Lead to bad decisions
- Create missed opportunities that don’t lead to the best possible outcomes

Ways to Overcome Prototype Bias
- Set Objective Criteria & Double Check your objectivity by Sharing the “WHY” behind your decisions
- Don’t make assumptions based solely on your idea of fit
● When companies hire for ‘cultural fit,’ they are likely falling prey to affinity bias. When hiring teams meet someone they like and who they know will get along with the team, it’s more often than not because that person shares similar interests, experiences and backgrounds, and even ideas
Similarity bias happens the we are drawn toward people who seem familiar or remind us of ourselves based on shared social identities.

Research has shown that supervisors evaluate individuals higher who are similar to themselves.

**IMPLICIT BIAS**

**Similarity / Affinity Bias**
FORMS OF BIAS

- **Halo Effect** – When you favor someone due to a positive first impression; they can do no wrong, even when they prove otherwise.

- **Horns Effect** – When someone is defined by a negative first impression; no matter what they do, they cannot shake it.

Halo Effect & Horns Effect

**IMPLICIT BIAS**
Confirmation bias is when we look for evidence that supports our beliefs and ignore evidence that contradicts them. This initial opinion will consequently steer questions to confirm the initial opinion of the person. Studies have shown that people are more inclined to seek out information that confirms a belief and disregard information that does not.
CHECK YOUR BLIND SPOTS
What are your initial thoughts on the IAT?
What was the experience like to take the IAT tests?
What hidden biases did you uncover?
Were there surprises about your unconscious or implicit biases?
Which IAT was the most difficult or emotionally charged for you?
As leaders in CHIME institutions, why is it important to understand our own implicit biases?
EQUALITY vs. EQUITY
REALITY, EQUALITY, EQUITY, LIBERATION
PART SEVEN

NEXT STEPS
In your small groups, ask these three questions of your colleagues:

- What is important to you about engaging in this work?
- What might be the most meaningful takeaway for your organization’s diversity, equity, inclusion and access strategies?
- How will you help to build/grow the DEIA strategies at your organization and beyond?

CHIME - Our Challenge for Change

FOOD FOR THOUGHT...

1. What suggestions can we make that are ACTIONABLE to instigate change?

2. OTHER QUESTIONS?
INTERCULTURAL COMPETENCE

NEXT STEPS

- Educate Yourself
- FOOD FOR THOUGHT QUESTIONS
- Commit to participate in ONE cultural activity with a person or group belonging to a different culture.
- Complete survey that will be sent out to you in the next 72 hours.
History will have to record that the greatest tragedy of this period of social transition was not the strident clamor of the bad people, but the appalling silence of the good people.

~ Rev. Dr. Martin Luther King, Jr.
Invite people into your life who don’t look like you, don’t act like you, don’t come from where you come from, and you might find that they will challenge your assumptions and make you grow as a person.

~ Melody Hobson
Thank you for your time and participation!

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