



*Practical Management
+
Leadership Consulting*

Diversity, Equity, & Inclusion Basics

Learning Objectives

- Describe what is meant by cultural competence, diversity, equity, and inclusion.
- Review the research on health disparities linked to lack of cultural competence.
- Identify how to embrace diversity, equity, and inclusion by manifesting a culture of empathy, compassion, and kindness in ourselves, as well as in our teams, workplaces, and organizations.

Discover our History

- Pond Wampanoag Tribe
- Mashpee Wampanoag Tribe
- Pokanoket Wampanoag Nation

- We Still Live Here - Âs Nutayuneân

Kuweeqâhsun!



Definitions

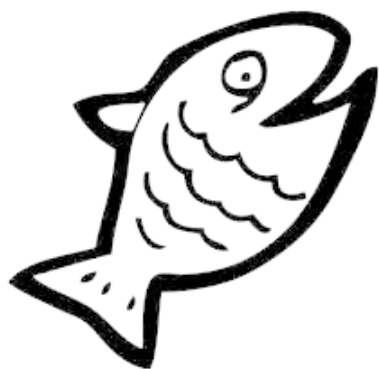
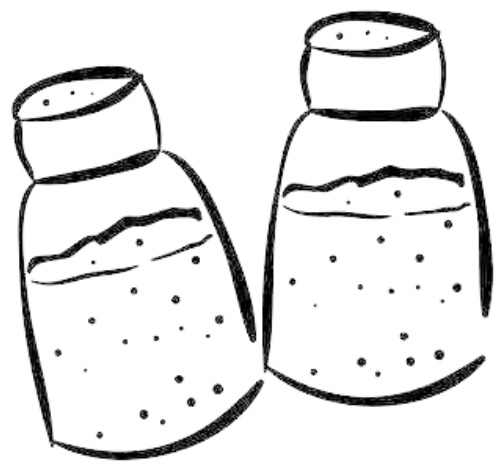
Cultural competence

Diversity

Equity

Inclusion







Why Does This Matter?

- **Research has found evidence of implicit bias in the general population based on gender, age, sexual orientation, race & ethnicity, religion, disability, and appearance.**
- **There have been many studies conducted in recent years which demonstrate the real-world effects of implicit bias.**



Why Does This Matter?

- **A lack of diversity, equity, and inclusion can create a negative experience before you ever interact with someone.**
- **Consider the perspectives of those marginalized voices not currently “at the table.”**

INSPIRED BY A PUBLIC SCHOOL STUDENT WITH DISABILITIES



Adjusting Our Mindsets

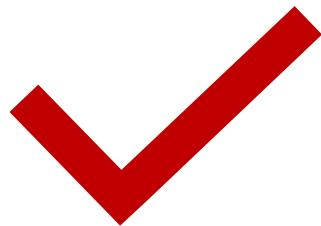
- **Start with a Donabedian framework**
- **Focus on prevention and early detection; be proactive rather than reactionary**
- **Process-based with measurable outcomes**
- **Seek feedback to focus on continuous improvement**

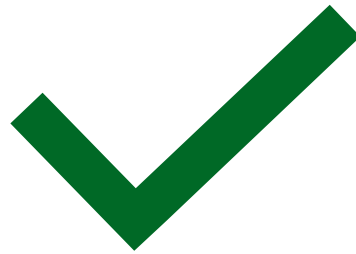
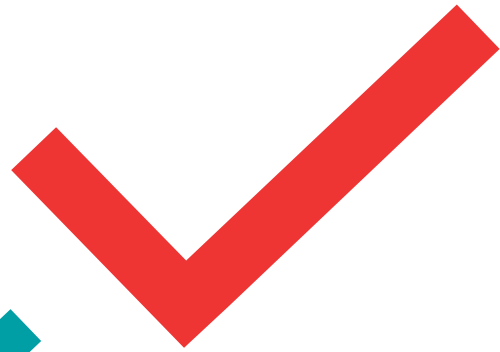
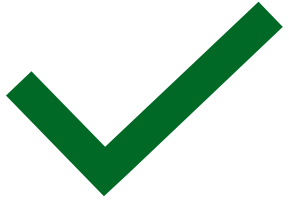
Leading Change: Individuals

- **Identify biases with Harvard's [Implicit Association Test](#)**
- **Challenging biases in ourselves is *EPIC***
 - Engage in perspective taking
 - Practice the right message
 - Individuate people
 - Challenge stereotypes









Leading Change: Individuals

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Leading Change: Individuals

- **Practice active listening skills**
 - Focus
 - Listen
 - Show respect
 - Understand their position
 - Acknowledge their emotions

Leading Change: Individuals

- Sit up straight
- Lean in
- Ask questions
- Nod
- Track the speaker

Leading Change: Individuals

- **Use your OARS**
 - Open-ended questions
 - Affirmations
 - Reflective statements
 - Summarize

EMPATHY



Leading Change: Individuals

- **Practice affective empathy**
 - Think about the other person. What are they going through?
 - What was their mood like?
 - What is going on in this person's life that might be making them sad, anxious, scared, or angry?
 - How are you contributing to how this person is feeling?
 - What could you do or say to improve this person's situation?



Leading Change: Individuals

- **Practice emotional regulation skills**
- **Be open to learning**
- **Evolve, don't stagnate**

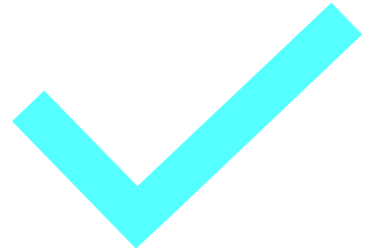
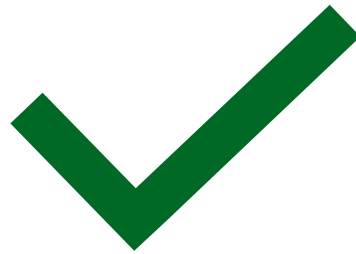
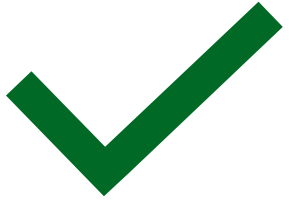
Leading Change: Organizations

- **Make your case:**
 - Financial
 - Legal
 - Risk Management
 - Ethical Imperative
- **Acknowledge existing barriers**
- **Get buy-in from key stakeholders**



Leading Change: Organizations

- **Be open to learning**
- **Check our privilege**
- **Make failure our ally by acknowledging mistakes**
- **Approach others with positive curiosity**
- **Create welcoming environments by challenging inequities**
- **Don't be afraid to speak up**





Leading Change: Organizations


- **Be open to learning**
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Leading Change: Organizations

Successful DEI programs have:

- Organizational policies and procedures
- Mechanisms to monitor progress
- Ongoing education
- Conscious commitment
- Active participation
- Authentic leadership



Do the best you can until you know better.
Then, when you know better, DO better.

Maya Angelou

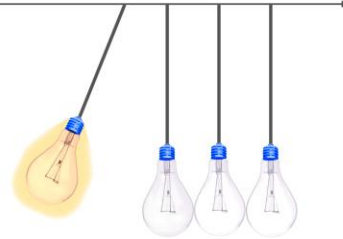
Scan To
Download
Slides!



Thank You!

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Definitions

Cultural competence

a set of behaviors, attitudes, and policies that come together to enable effective work in cross-cultural situations

Cultural competence can be further defined as the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services; thereby producing better outcomes

Definitions

Diversity

a group or organization comprised of people from diverse backgrounds or communities

Equity

processes or programs that address disparities amongst marginalized communities and which seek a sense of fairness & equality

Inclusion

not just having diverse individuals involved but, more importantly, creating learning-centered organizations that value the perspectives and contributions of all people, and embracing equity by incorporating the needs, assets, and perspectives of marginalized communities into the design AND implementation of policies, procedures, and programs.

Definitions

Cognitive empathy

the ability to understand how another person feels.

It's perspective taking, imagining yourself in another person's shoes.

Affective empathy

the ability to share the feelings of another person.

It's the emotional component of empathy; you feel what the other person is feeling.

Behavioral empathy

also known as compassionate empathy

the ability to react appropriately to another person's feelings;

to acknowledge or move to alleviate another's suffering.

Accessibility Questions

- Is your office accessible to clients? What about to staff/applicants?
 - Mobility accessibility – proper clearance for hallways/turns/bathrooms, ramp/step-free access, etc
 - Braille signage/notices, large print paper forms, audio description for videos, alt text on photos, etc
 - ASL interpretation, TTY, captioned videos, etc
 - Interpreter services and translated forms for non-English/ESL speakers
- What gender options are available on your client and employee forms? Those of you who work with minors, do you ask about mother/father or parent 1/parent 2?
- What questions are you asking for demographics/social history? If they have programmed answer choices, what are those options?
- Do you ask (and have an easy way to document) a client's pronouns? What about for employees?
- Does your team reflect the diversity of your community?
- Have the members of your team been trained on how to identify implicit biases and analyze their own words and actions for prejudice and microaggressions?

Probing Questions to Confront Bias

Do my biases:

- Impact the amount of time I spend with others?
- Influence how I communicate with others?
- Hamper my capacity to feel/express empathy toward others?
- Interfere with my capacity to interact positively with others?

Probing Questions to Confront Bias

- Do you know (or believe) that those with whom you routinely interact think that your attitudes and behaviors demonstrate bias? If so, are you open to discussing these issues with them to elicit their point of view?
- Has anyone, directly or through satisfaction surveys, raised concern about attitudes in your organization or the way you communicate with them?



Probing Questions to Confront Bias

- Do you ever perceive that you are less comfortable with others who are different than you? (Race/ethnicity, religion, sexual orientation, gender identity, or disability?)
- What can you do to combat bias in your daily life?

Additional Resources

- [Implicit Assessment Test \(IAT\)](#) (Harvard)
- [National Center for Cultural Competence \(NCCC, Georgetown\) Bias Primer](#)
- [State of Science on Unconscious Bias](#)
- [Cognitive Bias: Recognizing and managing our unconscious biases](#) (whitepaper)
- [Anti-Racism Beginner's Guide](#) Google doc compiled by A. Dasgupta, NY, June 2020
- [Kirwan Institute for the Study of Race and Ethnicity at OSU](#)

Additional Resources

- [2024 Disability Index Report](#) - Research report produced by Disability:IN
- [APSE – The Association of People Supporting Employment First](#)
(employment resources and certification opportunities)
- [All In The Mind](#) (Cognitive Sciences podcast)
- [Hidden Brain](#) (podcast hosted by Shankar Vedantam)

Additional Resources

Universal Design

- [Ableism](#)
- [Events](#)
- [Presentations](#)
- [Youth](#)

Terminology (to use v. not use)

- [Everyday Terms](#)
- [LGBT+ Terms](#)
- [Transgender Terms](#)
- [Racial Terms](#)

Additional Reading

- Blind Spot: Hidden Biases of Good People by Mahzarin Banaji and Anthony Greenwald
- Biased: Uncovering the Hidden Prejudice That Shapes What We See, Think, and Do by Jennifer Eberhardt
- Blink: The Power of Thinking Without Thinking by Malcolm Gladwell
- How To Be An Antiracist by Ibram X. Kendi
- So You Want To Talk About Race by Ijeoma Oluo
- White Fragility by Robin DiAngelo
- The Memo by Minda Harts
- We Are Everywhere: Protest, Power, and Pride in the History of Queer Liberation by Matthew Riemer and Leighton Brown
- The Empathy Effect by Dr Helen Reiss
- Works by Drs Stephen Trzeciak and Anthony Mazzarelli

Additional Reading

- Misconceptions, Misinformation, and the Logic of Identity-Protective Cognition (& other papers) by Dan Kahan
- Thinking, Fast and Slow (& papers) by Daniel Kahneman
- Judgment Under Uncertainty: Heuristics and Biases by Daniel Kahneman, Paul Slovic, & Amos Tversky
- Mistakes Were Made (but Not by Me): Why We Justify Foolish Beliefs, Bad Decisions, and Hurtful Acts
by Carol Tavris & Elliot Aronson
- Works by Richard Thaler & Cass Sunstein
- Books and resources (particularly for those leading Gifted Youth programs) from Gail Thompson at www.drgailthompson.com
- Heads of the Colored People: Stories by Nafissa Thompson-Spires

TED / TEDx

- [Dr. Ibram X. Kendi: The Difference Between Being Not Racist and Being Anti-racist \(TED Interview, June 2020\)](#)
- [Kristin Pressner: Are You Biased? I Am. \(TEDxBasel, May 2016\)](#)
- [Melanie Funchess: Implicit Bias -- how it effects us and how we push through \(TEDxFlourCity, Oct 2014\)](#)
- [Denise Hernandez: Unpacking and Transforming Your Biases For A Better Community \(TEDxSanAntonio, Apr 2016\)](#)
- [Kori Carew: Just Belonging - Finding the Courage to Interrupt Bias \(TEDxYouth@KC, Mar 2018\)](#)
- [Valerie Alexander: How to Outsmart Your Own Unconscious Bias \(TEDxPasadena, Oct 2018\)](#)

Images Promoting Diversity

- Getty Images
 - <https://www.gettyimages.com/search/2/image?phrase=leanintogether>
 - <https://dam.gettyimages.com/black-history-culture-collection>
 - www.gettyimages.com/search/2/image?rf&phrase=disabilitycollection
 - www.gettyimages.com/collections/disruptaging
 - <https://www.gettyimages.com/search/2/image-film?family=creative&phrase=nosotroscollection>
 - www.gettyimages.com/collections/lgbtqguide
- *HuffPost* Asian Stock Photos (<https://tinyurl.com/22ac2xvb>)
- Women of Color in Tech (www.flickr.com/photos/wocintechchat)
- Pixabay Free Images of Diversity (<https://pixabay.com/images/search/diversity>)
- Unsplash Free Diversity Images (<https://unsplash.com/s/photos/diversity?license=free>)