

BIAS & MICROAGGRESSIONS:

Looking beyond the reflection of your own experience



A Nuance Culture Academy™
Learning Experience





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SETTING OUR INTENTIONS

Objectives

Develop a clearer understanding of what bias is, how to recognize it, the impact that it can have on members of minority and marginalized identity groups, and actions that can be taken to minimize bias in the workplace and client services.

Form empathetic connections between knowledge and impact through group discussions and activities that will improve participant's awareness of their own actions and help them invest in changed behaviors.

Changed behaviors resulting in improved employee relationships, retention, and client services building towards a more inclusive library system with a greater sense of community and belonging.

Learning Together

- Listen to learn; seek to understand the viewpoint of others.
 - Be respectful when others are sharing.
 - Assume positive intent.
- Be an active participant.
 - Please keep your video camera on; trust is built when we can see each other.
 - Ask questions by typing in the chat window.
 - When you speak, start with your name so we know who is talking.
 - Engage in respectful dialogue.
 - Speak with your own voice, for yourself only. Use “I” statements.

LEANING INTO DISCOMFORT

Talking about bias is not easy for anyone. It often brings feelings of discomfort to the surface, and it is easy to become defensive. It's normal to feel discomfort as you reflect on your own experiences with bias, and we would encourage you to lean into your discomfort and consider why you are uncomfortable or defensive.

Discussing bias can reveal major differences in worldviews, arouse intense emotions such as anxiety (for those with privilege), anger and frustration (for people belonging to marginalized and minority groups), and highlight the unequal status and relationship to power and privilege among participants.

Talking about and confronting bias is personal and can be difficult, emotional, or uncomfortable. We know that triggers may arise during our workshop discussions and ask that you be willing to step into a zone of discomfort. Being willing to lean into our discomfort does not mean that we should not also provide as much emotional safety as possible.

As a way of creating that safety we use yellow flags to pause the conversation and uncover the reason we need to proceed with caution or acknowledge the harm present in the conversation. Simply type yellow into the chat box and our virtual event manager can let our facilitator know that we need to pause and discuss the yellow flag. We are not seeking to shame or place blame for



biased words and actions we may have engaged in. We seek to become aware of them, acknowledge the harm that bias can cause, and work at addressing them as we move forward. This workshop is a place of learning and growing and you are encouraged to be open to both.

UNDERSTANDING THE RELATIONSHIP BETWEEN BIAS & IDENTITY

Our language matters and it is essential for communication and learning that we have a common understanding of the language we will be using during the workshop. The following are important terms that will be used and discussed throughout the workshop.

Bias

Prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.

Bias Incident

Intentional or unintentional conduct that discriminates, stereotypes, excludes, intimidates, mocks, degrades, threatens, harasses or harms based on things like age, ethnicity, color, disability, gender, gender identity or expression, citizenship, race, religion, sexual orientation, socioeconomic status, weight, or other identity group.

Explicit Bias

The traditional conceptualization of bias. With explicit bias, individuals are aware of their prejudices and attitudes toward certain groups and positive or negative preferences for a particular group are conscious.

Implicit Bias

Bias that occurs automatically and unintentionally, that nevertheless affects judgments, decisions, and behaviors.

Privileged Identities

Identities that are viewed or perceived as the “Norm” or default.

“It is critical to note that our biases against the other are empowered less by our assumptions of their otherness and more by our assumptions about our own normality.”

~ Jamie Arpin-Ricci

Privilege

An unearned access to resources (social power) that are only readily available to some people because of their social group membership; an advantage, or immunity granted to or enjoyed by one societal group above and beyond the common advantage of all other groups.

Intersectionality

The interconnected nature of social categorizations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage.



Social Power

Access to resources that enhance one's chances of getting what one needs in order to lead a comfortable, productive and safe life.

Dominant Culture

Also known as dominant group power. An advantage benefiting a dominant identity group derived from historic oppression and exploitation of other identity groups.

Identity Group

The particular group, culture, or community with which an individual identifies or shares a sense of belonging.

Self-Reflection

How might being a member of the dominate culture or an underrepresented group impact your mediation the way you interact with mediation clients?

Similarity-Attraction Bias

The tendency to more easily and deeply connect with people who "look and feel" like ourselves.

In-Group Favoritism

A tendency to favor members of in-groups and neglect members of out-groups.

Confirmation Bias

Seeking or interpreting information that is partial to existing beliefs.

Underrepresented Groups

Describes groups of people whose members are disadvantaged and subjected to unequal treatment by the dominant group and who may regard themselves as recipients of collective discrimination.

Implicit Stereotypes

An unconscious attribution of particular qualities to a member of a certain social group.

Discussing Our Identities

This intersectionality chart helps us begin to explore how our various identities coexist within ourselves and how others interact with us because of them. In exploring ourselves and our experiences more deeply we can more easily identify with others who have different identities, because they may experience similar things in relationship to their own identities.





It is not uncommon, when filling out this chart, to also begin to think about the ways in which we treat others differently based on certain identities. Sometimes we even recognize that those actions could be viewed as a negative experience by others, even when that wasn't our intent.

Self-Reflection

When you really thought about your experiences around your various identities, did you make new connections between any of your experiences and part of your identity? If so, what was it? Why do you think you didn't recognize it before?

THE LOOK

The Look is a commercial produced by Procter & Gamble. They have stated that, as one of the world's largest advertisers, they have a responsibility to use their voice in advertising to be a force for good by addressing important societal and environmental issues while ensuring positive, accurate portrayals of all people.

The Look continues efforts to combat bias in prior campaigns that included #LikeAGirl, Love Over Bias, The Talk and Ariel Share the Load. Today and for generations to come. We chose to share and explore The Look over the others because exploring racial bias is a necessary and ongoing conversation and also because it has the ability to resonate with other identity groups who have experienced some of what is brought to light in this short film.

Self-Reflection

What did you notice as you watched it?





MOVING BEYOND BIAS

The Deep Work

Acknowledge

The first step in moving beyond your biases is to acknowledge that they exist. This may seem easy, but the truth is often uncomfortable and hidden beneath layers of socialization and “normalcy”. Simply knowing that you have biases isn’t enough to prevent you from acting on them. You must be able to name them when they come to light.

Ways biases come to light include:

- Someone points out a biased action or statement that you’ve made.
- You witness someone else commit a bias action, recognize it, and realize you’ve acted in a similar way.
- A type of bias is discussed in broad terms, and you realize you’ve acted in a similar way.

Be Vulnerable

Acknowledging that we may have unintentionally hurt another, even if it’s only to ourselves, can be uncomfortable. We must allow ourselves to acknowledge that discomfort and work our way through the reasons behind it. That discomfort is actually showing us the path to move beyond the bias.

In addition to being vulnerable with ourselves, we must be vulnerable with others. We must be willing to acknowledge the bias publicly to those we have caused pain, and we must be willing to listen and hear their story or experience with the bias.

Be Accountable

We must take responsibility for our words and actions. First, we listen, then we apologize, then we make an effort to change our behavior and language.

Without action, we do not change, and we have not moved beyond our bias. Apologies alone are not enough. Often, in order to do better we must educate ourselves. That is work that no one can do for us and without that work we have not held ourselves accountable.

In The Moment Actions

Pause

We are going to act upon biases. Even ones we know we have. We are going to make mistakes. That ok. We can take actions in the moment to acknowledge and address the bias.

When you realize you have acted on a bias, pause. Give yourself a moment to think of how best to respond. Does the situation require an immediate apology or an acknowledgment of the act? Does it make sense to reframe quickly, move on and offer a private acknowledgement at a later time?



Apologize

Apologies can go a long way. If someone points out an act of bias, or you recognize it for yourself, a simple apology is a good way to acknowledge the bias, show vulnerability, and hold yourself accountable.

Timing your apology is also important. If someone points out a biased action, thanking them for pointing it out, apologizing for having acted on it, and committing to doing better in the future shows that you are dedicated to creating a culture of belonging free from bias and microaggressions.

If you notice the bias on your own, there may be times when acknowledging and apologizing for the act in a more private setting is the best course of action. Use your best judgement.

Reframe

If you say something that is biased or is perceived as a microaggression, determine other language you could use to express your thought without using the biased language.

If you act upon a bias, consider ways in which you might respond differently in the future.

For example, if your first instinct, when interacting with someone who does not speak your primary language well is to slow down, speak louder, and over-enunciate, you are acting in a biased way that is often considered a microaggression. Speaking louder isn't going to help, and over-enunciation is likely to complicate your communication. Slowing down may be helpful, but it may also seem as if you believe they aren't smart enough to understand you. A better response might be to offer to use a translating app such as Google Translate. This shows that you are willing to be intentional in your communication and to treat them and their primary language as being worthy of respect.

THANK YOU!

Thank you for participating in this workshop and being willing to explore bias from a personal perspective. It is our hope that what we've learned, shared, and discussed is helpful to you as you move forward in efforts to foster an inclusive culture in your communities and workplaces. To help you in that we have included a number of additional resources for you to work through as you explore the principles of Diversity, Equity, Inclusion, And Belonging further.



ADDITIONAL RESOURCES

Articles

[Learn Your Role: Stop AAPI Hate at Work](#)
Rhodes Perry

[Breaking the Cycle of Bias That Works Against Women Leaders](#)
MIT Sloan Management Review

[Pulling Back the Curtain on Racial Bias](#)
Insights by Stanford Business

[Why Gender Bias Still Occurs And What We Can Do About It](#)
Forbes

Books

[Belonging At Work: Everyday Actions You Can Take to Cultivate an Inclusive Organization](#)
Rhodes Perry

[The Loudest Duck](#)
Laura A. Liswood

[Better Allies: Everyday Actions to Create Inclusive, Engaging Workplaces](#)
Karen Catlin and Sally McGraw

[We Can't Talk about That at Work!](#)
Mary-Frances Winters

[The Leader's Guide to Unconscious Bias](#)
Pamela Fuller, Mark Murphy, and Anne Chow

[Diversity in the Workplace](#)
Bärí A. Williams

Videos

[We Need To Talk About Anti-Asian Hate](#)
The Try Guys

[Oprah's Social Experiment on Her Audience](#)
July 1992

[Just belonging: finding the courage to interrupt bias](#)
Kori Carew | TEDxYouth@KC

[Groupthink - A short introduction](#)

[What Is Privilege? Privilege walk](#)

["On a plate"](#)
Toby Morris

[Purl](#)
Pixar SparkShorts





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Intersectionality Chart

How I Identify

Ways of thinking

Race/ethnicity

First language

Age Group / Generation

Educational background

Socioeconomic status

Physical and mental ability

Family status

Body size or shape

Sexual orientation

Gender identity

Political affiliation

Religion

Other

My experiences are generally

POSITIVE (+) NEGATIVE (-) NEUTRAL (±)

Other

Religion

Political affiliation

Gender identity

Sexual orientation

Body size or shape

Family status

Physical and mental ability

Socioeconomic status

Educational background

Age group / Generation

First language

Race/ethnicity

Ways of thinking

Who I am
&
how I exist
in the
world.

INSTRUCTIONS:

List your identity in relation to each category in the left-hand column. Then list how that identity impacts your experiences in public.