

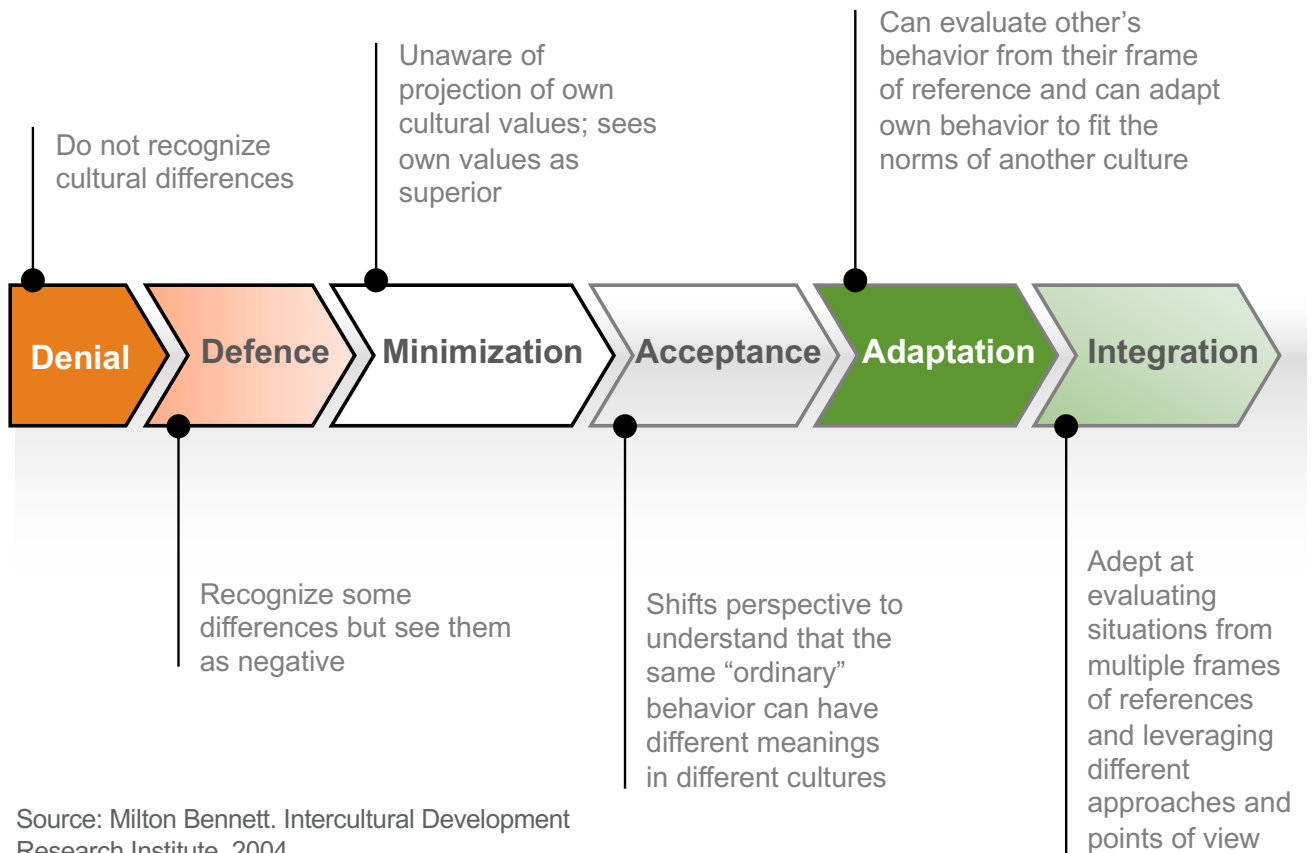
Leveraging Diversity & Inclusion: Understanding Unconscious Bias

Participant Handout

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Cultural Competence

Where would you place yourself and your team on the stages of intercultural sensitivity?



Notes:

Mitigating Bias in Cross-Cultural Collaboration

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FOCUS
WITHIN

- ✓ Become aware of your own biases through reflection, taking the Implicit Association Test (IAT), and seeking feedback from others.
- ✓ Research and reflect on your own cultural norms.
- ✓ Notice your reactions to people – negative or positive – and ask yourself whether you might be responding out of affinity, association, or attention bias.
- ✓ When you react negatively to others, step back and ask yourself if differing cultural norms may be operating.

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LEARN
FROM OTHERS

- ✓ Learn about cultural norms of global team members (but don't assume everyone from a particular country will fit that profile!)
- ✓ Explore other cultures through books, movies, and cultural events.
- ✓ Seek out different points of view and diverse backgrounds when tackling problems and making decisions.
- ✓ Ask team members about their preferred ways to communicate and handle project requirements.
- ✓ Be sensitive to cultural and religious holidays and other significant events for team members, whether or not they are in or from other countries.

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ENGAGE
IN DIALOGUE

- ✓ Find ways for all team members to contribute – some may prefer to brainstorm, some may prefer to talk in turn, some may prefer to think and then write up their ideas.
- ✓ Ask team members with strong foreign accents to slow down when speaking; paraphrase your understanding of what is being said; follow-up with written communication.
- ✓ Respect differing cultural norms (e.g., allow time for non-work-related conversation at the beginning of meetings).
- ✓ If you identify a colleague who may be making a decision with potential bias, engage with them in a constructive, non-judgmental conversation about it.

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EXPAND
THE OPTIONS

- ✓ Speak up and become an ally to those who are at the receiving end of unconscious bias.
- ✓ Be a mentor to someone who differs from you in background and approach.
- ✓ Interact with members of Employee Resource Groups (ERG's) and leverage them as a business resource to reach out to diverse customers/markets.
- ✓ Speak up if you see a member of the team being interrupted, talked over or not given credit for their ideas.
- ✓ Notice and ensure that people in your group share and rotate support tasks (e.g., taking notes, sending follow-up emails).

Micro-aggressions

Column A “Statements”	Column B “Possible Interpretations”	Column C Re-write
[To a girl] “Math is hard, isn’t it?”	Women have inferior abilities.	
“Stop acting like a girl.”	Being gay is unacceptable.	
[To a larger woman] “Should you be eating that?”	You have no self-control.	
“No, where are you really from?”	You are not American.	
“[To an Asian student] “Can you help me with my math homework?”	Your appearance dictates your skills or knowledge.	
[Manager to Latina employee] “What do Latinas think about this situation?”	Your experiences are interchangeable with anyone else in your racial group.	
I don’t see color.	I am not a racist.	

4 Identities - Personally Significant:

A focus on INCLUSION asks different questions:

- What is the experience for individuals who are the minority within the organization?
- What barriers stand in the way of people with marginalized identities feeling a sense of welcome and belonging?
- What don't we realize we are doing that is negatively impacting our new, more diverse employee?

PERSONAL ACTION PLAN

WHAT CAN I NOW DO DIFFERENTLY IN LEADING?

What do I need to do? OBJECTIVE (s)	Who do I need to see.? ACTION STEPS TIME FRAME	What are the barriers? MEASURES

My Accountability Partner: _____

How will we monitor success?

<https://diversityhrsolutions.com>

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