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LUNCHTIME TALKS ON TOPICS THAT MATTER
JULY 14: DESTIGMATIZING COUNSELING

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LUNCHTIME TALKS ON TOPICS THAT MATTER
JULY 28: TRANSITIONING BACK TO WORK



Inclusive Conversations

Based on ***"Inclusive Conversations: Fostering Equity, Empathy, and Belonging across Differences"*** by Mary-Frances Winters.

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Mary-Frances Winters, founder and CEO of The Winters Group, Inc., a global organization development and diversity and inclusion consulting firm with over 37 years of experience, truly believes that diversity and inclusion work is her “passion and calling.” Dubbed a thought leader in the field, for the past three decades she has impacted over hundreds of organizations and thousands of individuals with her thought-provoking message, and her approach to diversity and inclusion.



Training Objectives

1. Review glossary of terms
2. Discuss the importance of inclusive conversations
3. Look into what conditions needed to have inclusive conversations

Terms:

- **Inclusive conversations-** dialogue between two or more people of different cultural backgrounds (e.g., race, ethnicity, religion, gender, gender identity, ability status, and so on) for the purpose of fostering understanding of both others culture and lived experiences for the ultimate purpose of achieving equitable outcomes



Terms:

- **Gender**- attitudes, feelings, and behaviors that a given culture associates with a person's biological sex.
- **Gender identity**- one's sense of oneself as male, female, or something else
- **Systems of inequity**- a structural imbalance system that lacks equity across all groups



Terms:

- **Equity**- the process by which we achieve fairness, equality, and inclusion that includes reallocation of resources and implementation of policies and structures that work to eliminate historical, systemic disadvantage
- **Power**- System in group access, advantage, and privilege ascribed to one based on the identity groups to which one belongs



Terms:

- **Inclusion**- an environment where people feel valued and respected for their uniqueness and feel a sense of belonging.
- **Belonging**- sense of psychological safety leading to the ability to be one's authentic self without the fear of judgment.



Terms:

- **Social identity**- One sense of identity based on group membership specifically those groups that influence any given social context
- **Diversity** a mix of differences in any particular setting to include but not necessarily limited to race, religion, ethnicity, gender, sexual orientation, nationality, age or generation, job function.



Terms:

- **Subordinated Group**- A group that has been traditionally and historically oppressed, excluded, or disadvantaged in society
- **Grace**- extending kindness to the unworthy
- **Forgiveness**- to stop feeling angry or resentful towards someone for an offense, flaw, or mistake



Terms:

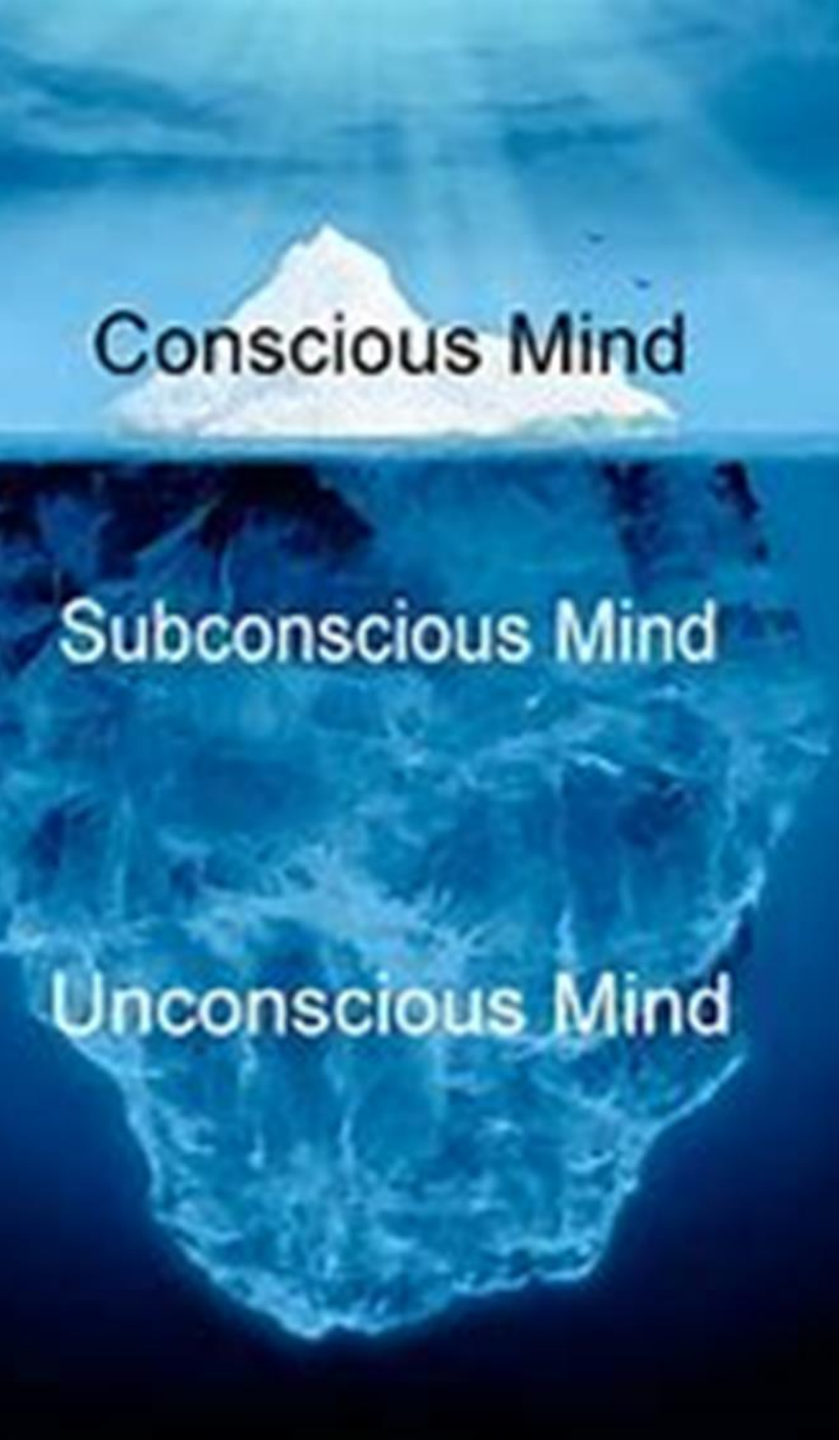
- **Trust**- the sense that you can count on someone to have your best interests in mind. Trust is built by developing meaningful relationships with others.





What are Inclusive Conversations?

- **Inclusive conversations**- dialogue between two or more people of different cultural backgrounds for the purpose of fostering understanding of both others culture and lived experiences for the ultimate purpose of achieving equitable outcomes
 - Consideration of power dynamics and systems of inequity
 - Self-reflection

An iceberg floating in the ocean. The small tip above the water is labeled 'Conscious Mind'. The much larger part of the iceberg submerged below the water is labeled 'Subconscious Mind' and 'Unconscious Mind'.

Conscious Mind

Subconscious Mind

Unconscious Mind

Bias Definition

- **Unconscious bias**- ingrained habits of thought that when left unchecked may lead to errors in how we perceive, remember, reason, value, and make decisions especially about people
- **Bias**- prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair

Bias Influencers

- Peers
- Family
- Friends
- Media
- Culture
- Past Experiences

Perception





Workplace Importance

- 4 out of 10 employees reporting their manager fails to frequently engage in conversations about workplace topics
- 1 in 5 are uncomfortable
- 60% of men
- Women of color less supported

Positive Workplace Results



GREATER
PRODUCTIVITY



ENGAGEMENT



INNOVATION



RETENTION



Discussion and Reflection Questions

- What is the rationale in your organization or company for learning how to engage in inclusive conversations ?
- To what extent do you have effective conversations across different dimensions of diversity, what makes them effective, ineffective, what would make them more effective ?



Discussion and Reflection Questions

- To what extent do you personally feel comfortable talking about diversity topics? Which ones are you most or least comfortable with, and why?
- What are the personal and organizational benefits of learning how to have inclusive conversations?



Components for Inclusive Conversations

1. Commitment
2. Cultural Competence
3. Brave and Psychologically Safe Spaces
4. Understanding equity in power
5. The ability to address fear and fragility
6. Grace and Forgiveness
7. Trust and Empathy
8. Belonging and Inclusion



Components for Inclusive Conversations

1 Commitment- A state of being dedicated to a cause or activity.

What is your real level of commitment to Diversity, Equity, and Inclusion?

“It’s about advocating, in all spaces even when it makes you uncomfortable- a lifelong, daily, 100% being committed to showing up.”



Components for Inclusive Conversations

#2 Cultural Competence- continuous learning process to gain knowledge, skills, and understanding to discern cultural differences in one's own and other cultures into use in problem solving, decision making and conflict resolution.



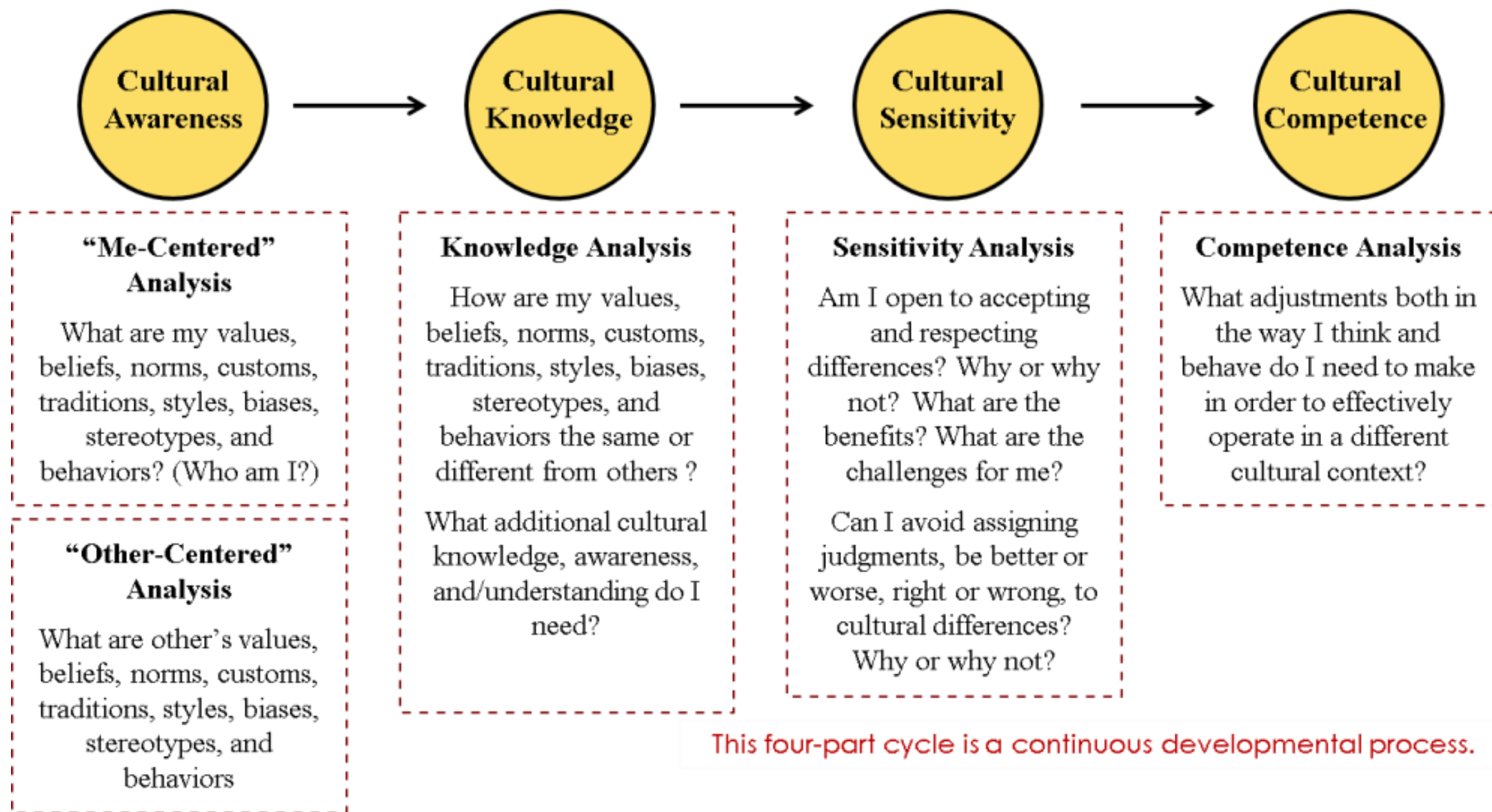
Components for Inclusive Conversations

- **Key Skills Needed- # 2 Cultural Competence**
 - Gaining more cultural understanding of oneself and others
 - Learning to listen to one's own assumptions and stereotypes
 - Intentionally working to mitigate unconscious and conscious biases
 - Choosing curiosity over judgment
 - Pausing and reflecting often

Promoting Cultural Competency

Navigating
or functioning
effectively in the midst of diversity
is hard work. It is a learning process.
It takes tremendous humility —
recognizing that the way you view the
world is not the only way. It takes guts.
It takes a sense of humor.
It takes willingness to say sorry,
to admit we are wrong.
It takes negotiation
and
communication.

Cultural Competence Model™



This four-part cycle is a continuous developmental process.



Components for Inclusive Conversations

#3 Brave and Psychologically Safe Spaces

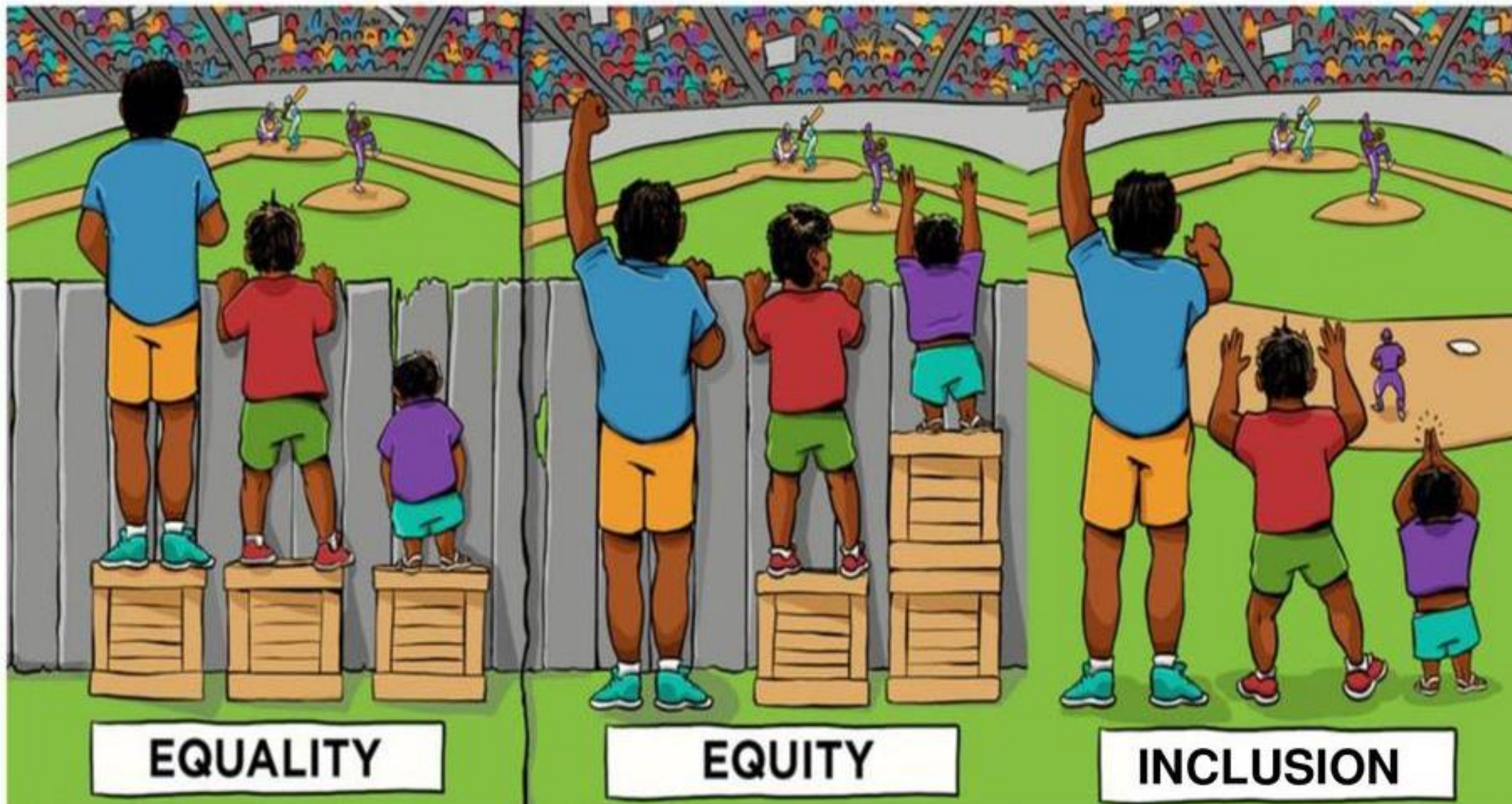
- Brave spaces create an environment that makes previously uncomfortable conversations safe to explore.
- Brave and say tight logically safe spaces are created in a culture where differences are acknowledged, understood, leveraged and valued



Components for Inclusive Conversations

#4 Understanding Equity and Power

- **Equality** means treating everyone the same
- **Equity** means everyone has access to the resources, opportunities, in power they need to reach their full potential





Components for Inclusive Conversations

#5 Ability to address fear and fragility

1. Why am I so afraid?
 2. What evidence do I have that my fear is valid?
- Share your fear with a trusted individual

Fragility- associated with being careful or gentle



Components for Inclusive Conversations

#6 Grace and Forgiveness

- For inclusive conversations, the heart must have the desire for grace and forgiveness, the head must know the nature of grace and forgiveness, and the hand must know the path to achieve it.



Components for Inclusive Conversations

#7 Trust and Empathy

Building Trust-

- Frequent, honest communication
- Be impeccable with your words jewel what you say you're going to do



Components for Inclusive Conversations

#7 Trust and Empathy

- Show people you care about them and their interests as much as your own speak from the heart offer your willingness to listen
- Express your feelings with compassion and understanding
- Own your own mistakes



Empathetic Listening



Provide the speaker with
your undivided attention



Be non-judgmental



Read the speaker



Be Quiet



Assure your understanding



Components for Inclusive Conversations

#8 Belonging and Inclusion

1. Socially supported
2. Connected
3. Accepted
4. Valued
5. Respected





QUESTIONS

Feedback Appreciated

