

# Communicating in a Diverse Workplace

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## AWARENESS

- You are expected to walk away with a heightened awareness of how diversity impacts the workplace and your role in creating a welcoming space for all people.



## COMMITMENT

- You are expected to walk away committed to develop an environment that supports and welcomes a multitude of cultures.



## Introductory Activity



## What is Cultural Diversity & Inclusion?

- **Diversity** – all the ways we differ.
- **Cultural Diversity** - is the mosaic of people.
- **Inclusion** – bringing together diverse resources.



## Definitions

- Stereotypes
- Prejudice
- Disparate Treatment
- Disparate Impact
- Microaggressions
- Compassion
- Empathy
- Sensitivity



# Discrimination

- Denial of opportunities and equal rights to individuals based on group membership.



# Anti – Discrimination Law

- The right of people to be treated equally.
- Do not discriminate based on age, sex, race, ethnicity, nationality, disability, mental, sexual orientation, gender, sex characteristics, religion, and political opinion.
- Anti-discrimination law includes the Civil Rights Act of 1964, Title IX of the Education Amendments, Age Discrimination Act of 1975, Racial Discrimination Act of 1975, and the American with Disabilities Act of 1990.



## EEO/EEOC

- Equal Employment Opportunity.
- Equal Employment Opportunity Commission.
- The enforcement of statutes to prevent employment discrimination based on a protected class.



## Unconscious Bias

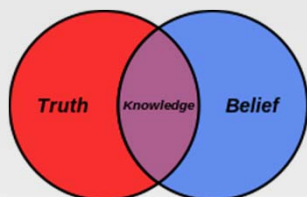
- Everyone has it! But it doesn't make us bad! It makes us human!
- Unconscious bias causes people to unintentionally favor some groups more than others.



# What Do You See?

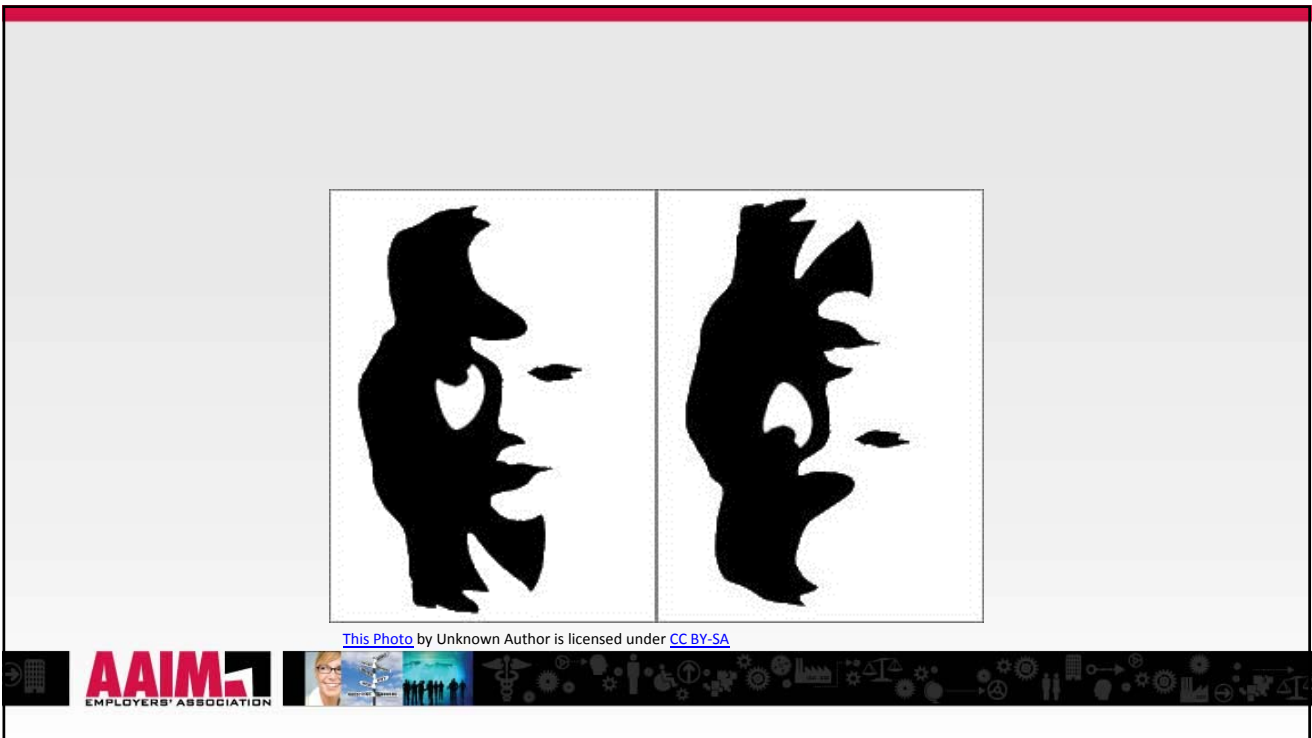
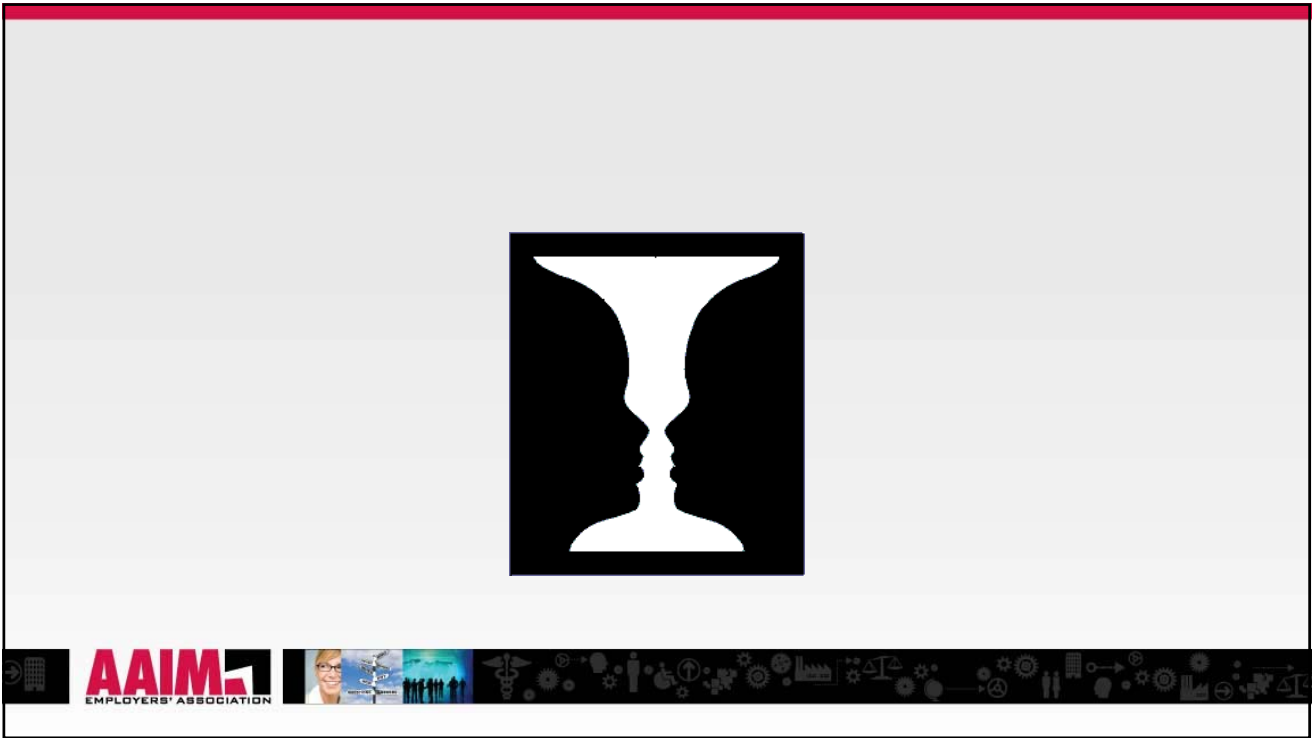


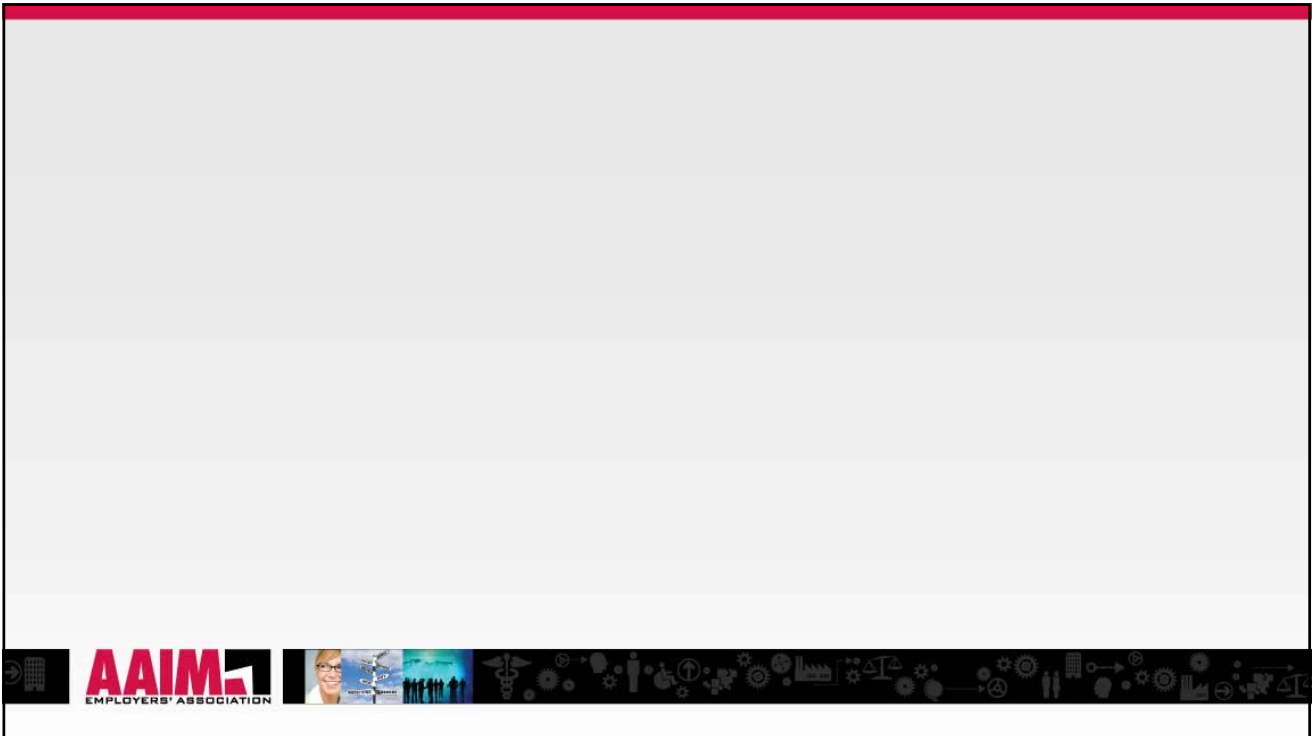
## Bias Types



- Explicit – attitudes that are at the conscious level.
- Implicit – attitudes that are at the unconscious level.







# Perceptual Identity



- What we hear
- Norms and Expectations
- Interpretation
- How we solve problems
- What we do not see
- What we see





## How can eliminate some bias?

- Pay attention to your reactions to people, news, social media posts, etc.
- Call them what they are – both positive and negative
- Avoid generalizations
- Explore new things
- Empathy
- Look at the facts rather than your gut feelings
- Learn from others who might be more open-minded
- Be patient with yourself

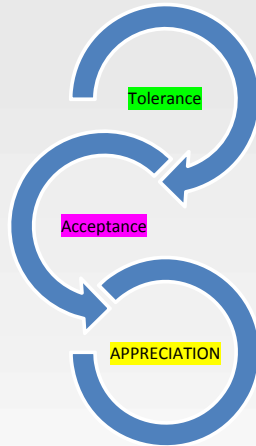


- 2 things in a Week
- 2 things in a Month
- 2 things in a Year

## YOUR P-DAP



# Final Thoughts



# Something to Think About...

