



# **Emerging Through Bias: Creating a More Inclusive Work Environment**

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# THE WHAT

1. Understand what the differences are between **CULTURE, CULTURAL IDENTITY** and **RACE**
2. Understand what role these differences play in our **PERCEPTION**

# ARE THEY THE SAME?

❖ CULTURE

❖ IDENTITY

❖ RACE



# CULTURE

Attitudes, beliefs, traditions, ways of life of a particular group or **SHARED FEATURES** of a community

# CULTURE

**SOCIAL  
ETIQUETTE**

**HUMOR**

**RELIGIOUS  
TRADITIONS**

**LANGUAGE**

**C**

**FOOD**

**GESTURES**

**VALUES**



# IDENTITY

Is a socially and historically constructed concept that develops through interactions with others and has a role in how we understand and experience the world

# IDENTITY

RACE /  
ETHNICITY

RELIGIOUS  
AFFILIATION

GENDER

NATIONALITY

ID

SEXUAL  
ORIENTATION

DISABILITY

AGE

**RACE /  
ETHNICITY**

**RELIGIOUS  
AFFILIATION**

**GENDER**

**RELIGIOUS  
TRADITIONS**

**GESTURES**

**HUMOR**

**C I D**

**SEXUAL  
ORIENTATION**

**DISABILITY**

**SOCIAL  
ETIQUETTE**

**NATIONALITY**

**FOOD**

**LANGUAGE**



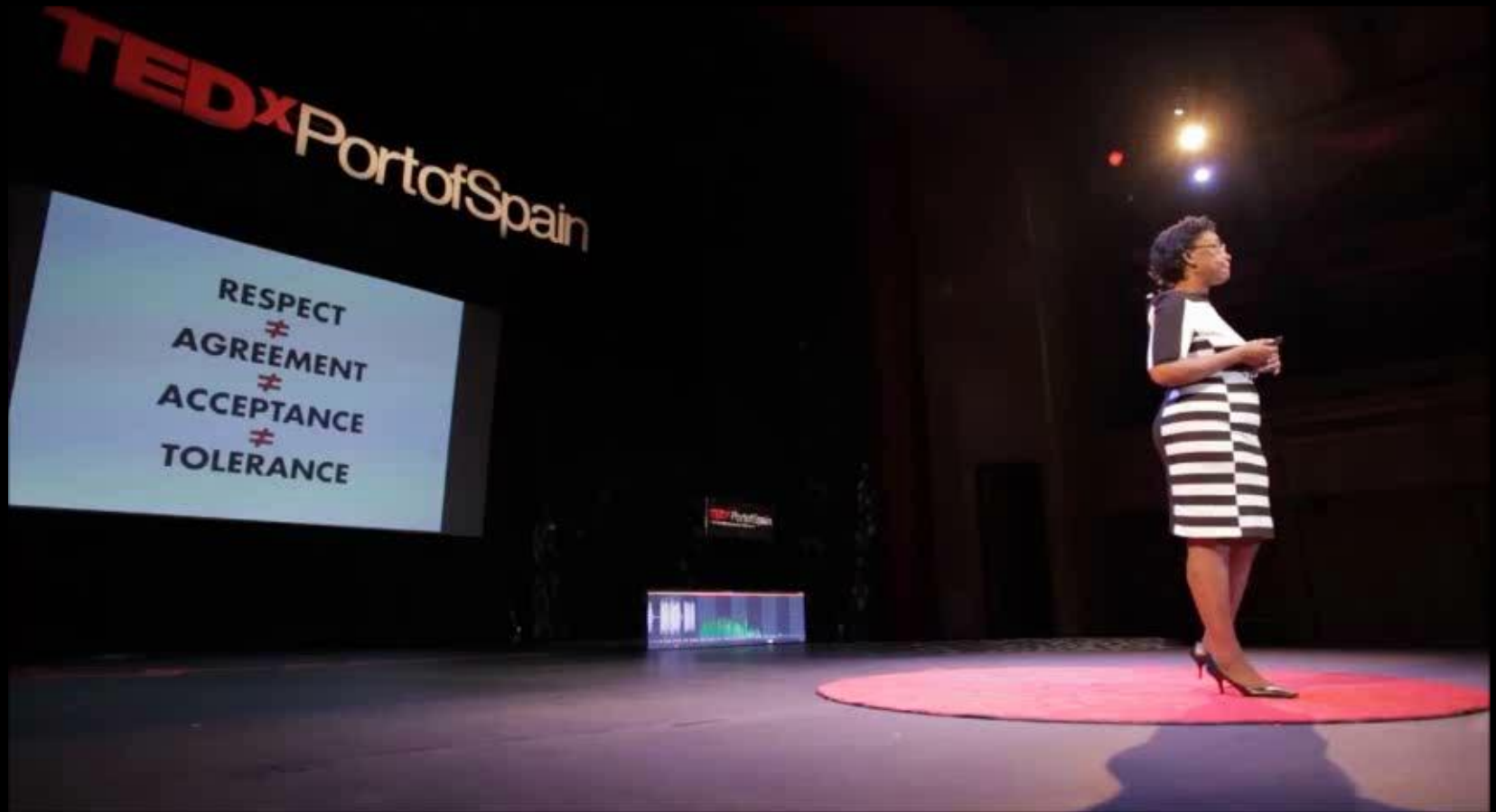
# RACE, ETHNICITY & NATIONALITY



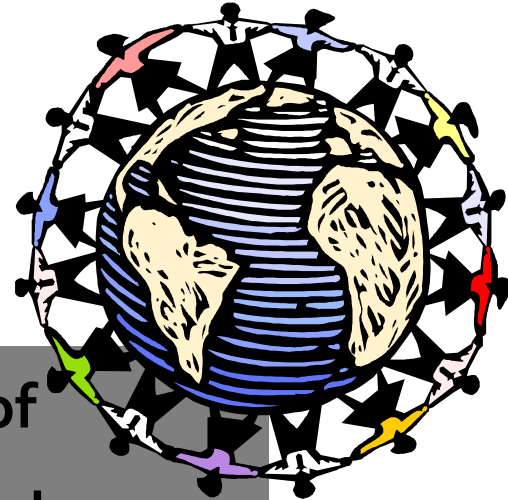
❖ A Yale study concluded that science professors *widely view* FEMALE undergraduates as LESS competent than male students with the SAME achievements and skills.

❖ RESULT, “professors were less likely to offer the women mentoring or a job.”

# THE "OTHER" PERSPECTIVE



# Cultural Competency



The ability to function with an **AWARENESS** of cultural differences and to work effectively and behave appropriately in multicultural and cross-cultural situations.

*Peggy Nagae Consulting*

# THE HOW

1. Understand What is Bias
2. Understand How Implicit Bias Works
3. Understand The Impact of Bias

# BIAS

A preference for or against something. It can be positive, **NEGATIVE**, or neutral.

Bias is defined as an **UNFAIR PREFERENCE** for or dislike of something.

# SIMILAR TERMS USED

**PREJUDICE**: A **strong bias**, usually negative. strong feelings about not liking someone or something regardless of context.

**DISCRIMINATION**: The **actions** taken based on a prejudice.

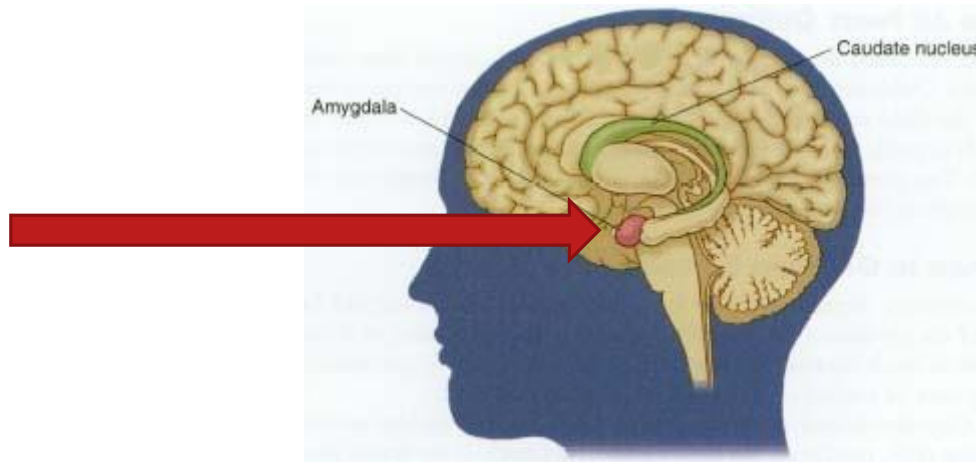
Example: *Someone who just feels uneasy around gay people because they are gay is **prejudiced**. Someone who won't hire gay people is **practicing discrimination**.*

**BIGOTRY**: A **strong prejudice** based on **hatred** of a certain group of people.

# TYPES OF BIAS

- ❖ **Explicit Bias**
- ❖ **Implicit Bias**
- ❖ **Individualized Bias**
- ❖ **Institutionalized or Systemic Bias**
- ❖ **Structural Bias**





# THE SCIENCE OF BIAS

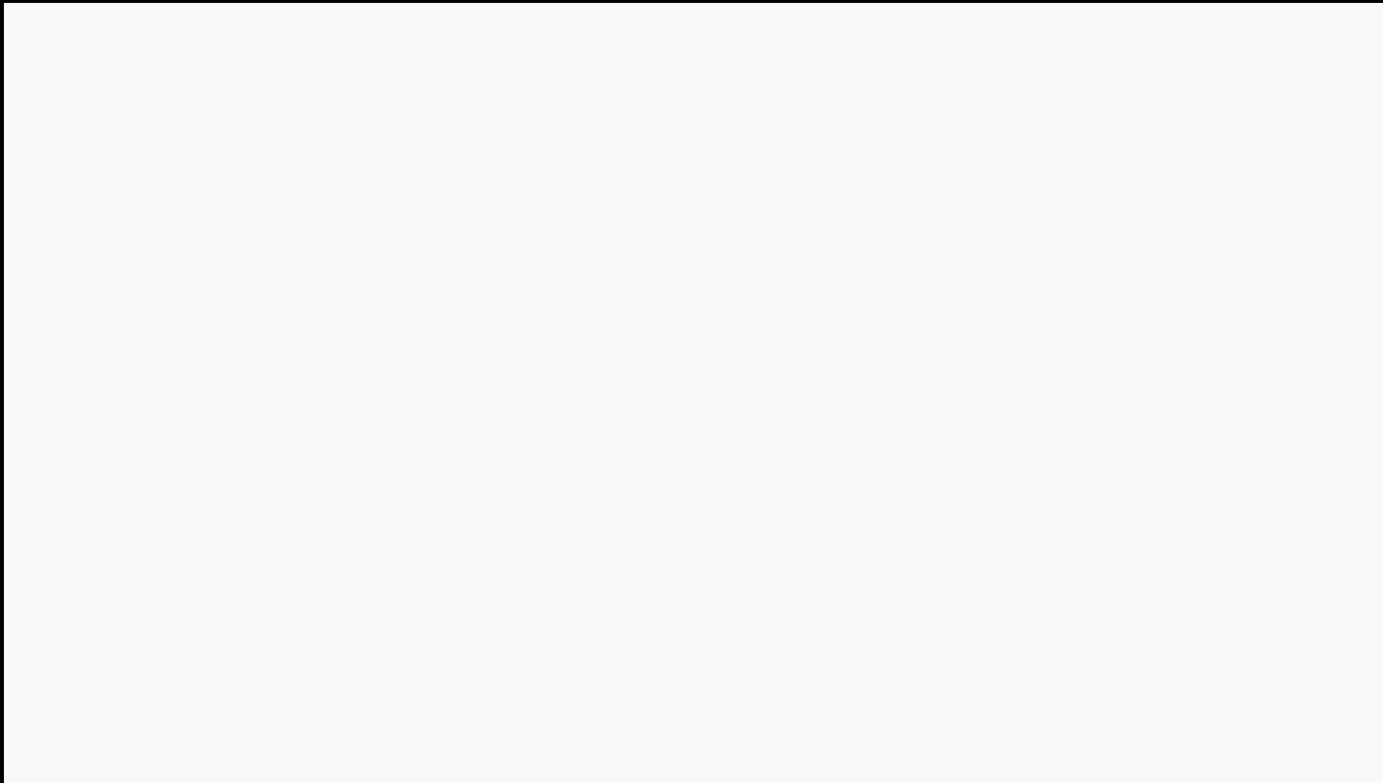
The **AMYGDALA** is the Integrative Center for Emotions, Emotional Behavior, and Motivation

# HOW IT WORKS

- AMBIGUOUS STIMULI
- APOPHENIA - FILL IN THE BLANK
- SESAME STREET CONDITIONING

# **Unconscious Bias at Work**

## **Making the Unconscious Conscious**



# Our Words And Actions Have IMPACT

- ❖ Implicit Bias →  
Explicit Language and  
Behavior.
- ❖ What We Say vs.  
What People Hear





# EXAMPLES OF THE **IMPACT** OF BIAS IN SOCIETY

# Opportunity and Oppression

❖ COLOR

❖ RELIGION

❖ GENDER

❖ SEXUALITY

❖ ABILITY

❖ CITIZENSHIP

❖ ECONOMIC

# Equality vs Equity



❖ Opportunity vs Outcome

# THE ULTIMATE GOAL IDENTIFY & REMOVE THE BARRIERS

EQUALITY



EQUITY



INCLUSIVE



**SO THAT ALL CAN PARTICIPATE WITHOUT SUPPORTS**



# WORD CHOICE

- ❖ SEXUAL PREFERENCE
- ❖ LIFESTYLE
- ❖ HOMOSEXUAL
- ❖ "AVOWED" OR "ADMITTED"

Remarks with cultural overtones made by a judge in court.

❖ Judge asked defendant of color, **“What flavor are you? . . . .”**

Reference: WA Jud. Disp. Op. 95-2066-F-59; Matter of Honorable Mark C. Chow, 2/2/1996

❖ Judge required a woman who was attending court to **remove the headscarf she wore for religious reasons or leave her courtroom.**

Reference: WA Jud. Disp. Op. 5456-F-138 Matter of the Honorable Katherine M. Stolz, 8/1/2008

❖ **Nappy Hair Comment by a Superior Court Commissioner (2019)**



# USE FIRST LANGUAGE

## OK TO SAY

- ✓ PERSON With A Disability
- ✓ PERSON Without A Disability
- ✓ PERSON With Epilepsy
- ✓ PERSON Who Is A Stroke Survivor
- ✓ PERSON Who Uses A Wheelchair

## NOT OK TO SAY

- The Disabled Or Retarded
- Normal Person
- Epileptic
- Stroke Victim
- Confined To A Wheelchair

# 4 Take Aways - Unconscious Bias

1. **RECOGNIZE** That You Have Biases
2. **IDENTIFY** What Those Biases Are
3. **DISSECT** Your Biases & Decide Which One You Will Address First
4. **RID** Yourself Of The Now Know Biases

# THE WHY

- Legitimacy is Added to Decisions Made
- Promoting Trust Within Community

# WHO IS RESPONSIBLE?



# YOU & YOUR AGENCY...

Courtesy  
and  
Respect

Heard and  
Understood

Dignity

**RESPECT**

**≠**

**AGREEMENT**

**≠**

**ACCEPTANCE**

**≠**

**TOLERANCE**



# Legal Obligation to Provide Reasonable Accommodations

A public entity *shall make reasonable modifications* in policies, practices, or procedures *when the modifications are necessary to avoid discrimination on the basis of disability*, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity.

28 C.F.R. § 35.130(b)(7).

# Definition of Reasonable Accommodation in Washington Law

**"Reasonable accommodation"** means **ACTION**, reasonably possible in the circumstances, to make the regular services of a place of public accommodation accessible to persons who otherwise could not use or fully enjoy the services because of the person's sensory, mental, or physical disability.

[WAC 162-26-040\(2\)](#)

# Promoting Trusts Within

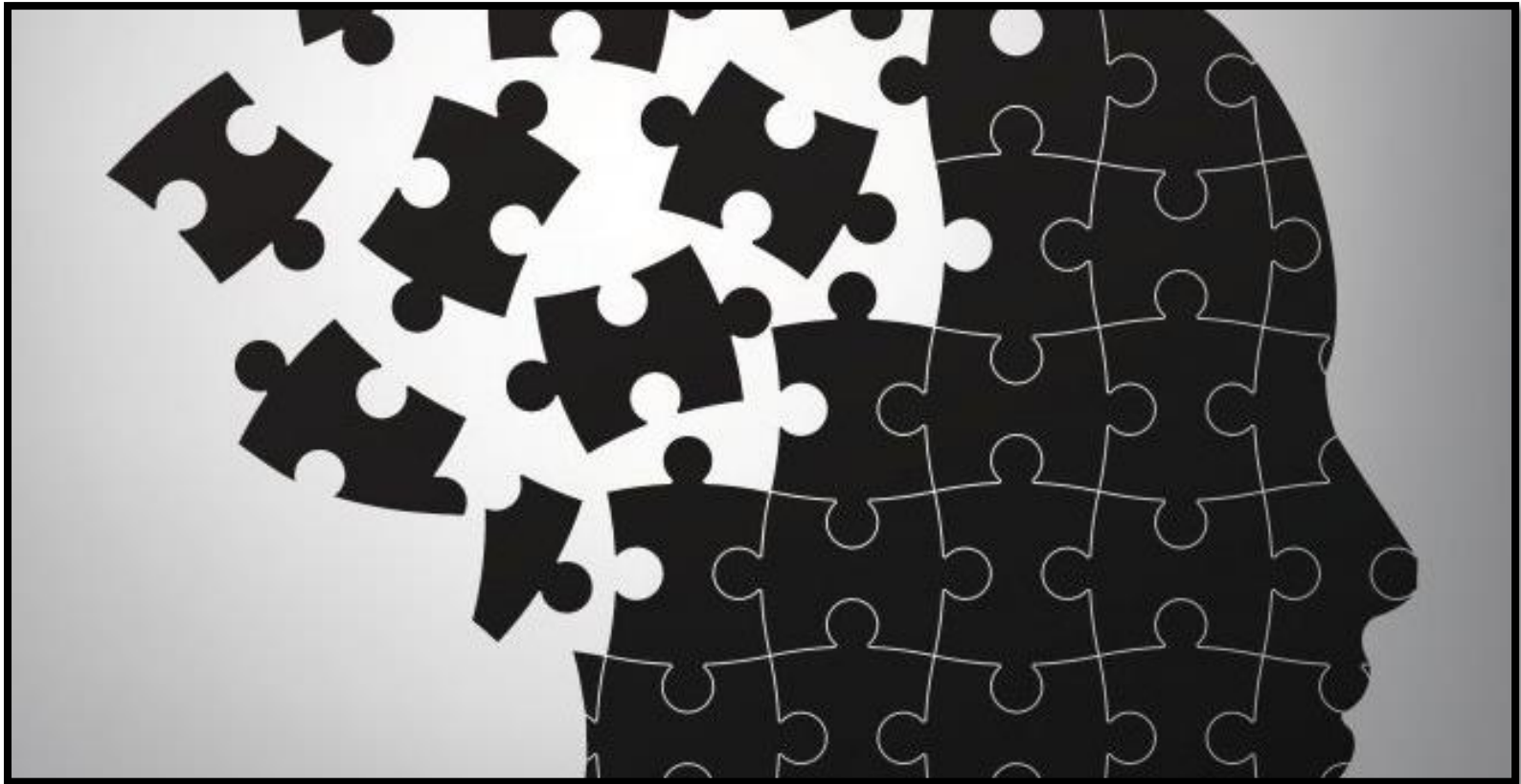


**“Awareness of the existence of disparities in treatment helps eliminate disparities in decision making.”**

[“Implicit Bias in the Legal Profession,”](#) Janie Schulman and Stephanie Fong

# DO SOMETHING ABOUT IT?

1. Take an inventory of your agency's practices and beliefs and assess whether the **ENVIRONMENT - LANGUAGE, CONDUCT,** staff **TRAINING,** are INCLUSIVE.
2. Develop Staff Policies That Value And Recognize Persons and Groups
3. Provide Cultural Competency Training For Staff that Recognizes **THE IMPACT** of stereotypes and prepare to counteract them.
4. Require Respectful Language at ALL TIMES
5. Understand that some groups are **UNEQUAL** under the law that can present unique legal and ethical issues.



**EMERGING THROUGH BIAS**

**PUTTING THE PIECES TOGETHER**



**LET'S TALK**

Brown

RED

White

Green

White

Brown

Green

Red



Say the COLOR, not the word:

PURPLE

ORANGE

BLUE

BLUE

RED

PURPLE

BLACK

GREEN

YELLOW

GREEN

BLUE

RED

ORANGE

YELLOW

GREEN



# WHAT IS HAPPENING



# Same Action Different Attributions

## White People "FIND"




Two residents wade through chest-deep water after finding bread and soda from a local grocery store after Hurricane Katrina came through the area in New Orleans, Louisiana.

(AFP/Getty Images/Chris Graythen)

## Black People "LOOT"



A young man walks through chest deep flood water after looting a grocery store in New Orleans on Tuesday, Aug. 30, 2005. Flood waters continue to rise in New Orleans after Hurricane Katrina did extensive damage when it  Associated Press

These stories and pictures both appeared in **YAHOO!** NEWS August 30, 2005

<http://news.yahoo.com/photo/050830/480/Tadm10208301530>

[http://news.yahoo.com/photo/050830/photos\\_ts\\_afp/050830071810\\_shwaona\\_photo](http://news.yahoo.com/photo/050830/photos_ts_afp/050830071810_shwaona_photo)

# HOW IT WORKS





# Comments During Lunch

# SCENARIO


Your job is in an area where co-workers sometimes have lunch with local business people and other professionals. One day you are having lunch with a group of folks, some of whom you know and others whom you do not. During lunch, your friend, a supervisor, says that people who favor immigrants are un-American and disloyal. He throws in derogatory comments about “those illegal aliens” and their un-Christian ways.

# WHAT ARE YOU GOING TO DO



**IGNORE IT, CONFRONT IT, REPORT IT or ?????**



- 
- 1.** Describe the behavior and/or statements observed or heard.
  - 2.** Express your reaction
  - 3.** Describe the impact
  - 4.** Specify the desired behavior
  - 5.** Confirm a commitment to change.



# Derogatory Terms, Ridicule, Jokes and Snickering

**THESE TYPES OF BEHAVIORS**  
**HAVE NO PLACE IN THE WORKPLACE**




**MARATHON MEETING**


# SCENARIO

You are pushing hard to finish this 3-week marathon project before the extended holiday break. You have been clear in directing that all employees be punctual and return to work on time from morning and lunch recesses. In spite of the warnings, Employee Z. regularly breezes in via his motorized wheelchair 7-10 minutes late. How do you address the issue?

**WHAT ARE YOU GOING TO DO**



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- 1. Clearly Identify The Issue**
  - 2. Discuss It Freely And Privately Without Judgment**
  - 3. Focus On Understanding**



Not all approaches work for all people with disabilities or even for people with the same type of disability.

**CONSULT** With The Individual to Determine What is Effective for Him or Her.

# 3 TAKE AWAYS

1. Unconscious Bias Can Lead To More Inequality.
2. It Is Important To Be Conscious Of Our Hidden Biases
3. The Goal Of An Equitable Work Environment Should Be The Alleviation Of Substantive Inequalities And Not Just The Eradication Of Unconscious Bias



# Some Resources

- <https://implicit.harvard.edu/implicit/>
- <https://static1.squarespace.com/static/5afb1aba4cde7a344d46fd5b/t/5ce82e1ba4222f1foce19037/1558720028301/TARP+Legal+Pros+Tip+Sheet.pdf>
- [https://www.huffpost.com/entry/departement-justice-san-francisco-minority\\_n\\_57fe7f83e4b05eff558ofa4d](https://www.huffpost.com/entry/departement-justice-san-francisco-minority_n_57fe7f83e4b05eff558ofa4d)
- [https://www.youtube.com/watch?v=57FMau29O\\_g](https://www.youtube.com/watch?v=57FMau29O_g) Claiming Your Identity By Understanding Your Self Worth, Judge Helen Whitener, TedxPOS
- Beyond Inclusion Beyond Empowerment –Dr. Leticia Nieto

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