Diversity, Equity and Inclusion

CITY OF WINSTON-SALEM / WSFD
December 2020
This training on diversity, equity and inclusion, is adapted from multiple sources, including the Racial Equity Institute Dismantling Racism Process Workbook and the Community Building Initiative’s group guidelines for conversation. We have added some of our own work and philosophy on the diversity, equity and inclusion dynamic in our country that drives race, racism and implicit bias. This work represents some of our own biases as it relates to these issues. Some of you will agree with what is presented, while others may disagree and that is fine. Our hope is to create a safe space where we can engage in conversation, and answer questions, centered on your reactions to the material presented. This is not a debate or a problem-solving conversation. We are not trying to come to a singular conclusion but rather to express and better understand the multiple realities that may be in the room today; and provide foundation for the City of Winston-Salem and the WSFD to consider DEI as standard operating procedure. Hopefully, this is the beginning of conversation and actions to be taken, including each of you thinking for yourselves, not an end.

~ WPR Consulting, LLC ~
Welcome & Introduction

WPR Consulting, LLC

- Strives to be part of the human relations support system for all people and all communities across North Carolina

- Works to enhance community harmony and promote our growing cultural diversity

- Provides training to increase education and awareness around diversity, equity and inclusion; implicit bias

Diversity ~ Equity ~ Inclusion
What one word describes how you feel at the start of this training?

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Agenda

- Preparing for DEI Training
- Education & Definitions
- Diversity in Winston-Salem
- Managing Conflict/Resolution
- Wrap-up
Preparing for DEI Training
Taking Off

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The Power of Awareness

Awareness of personal attitudes, beliefs, and feelings about your own cultural heritage and that of “others”.

Awareness of how your personal view of the world around you impacts your behavior and how you view the value of others.

Learn to appreciate your own cultural heritage and the cultural heritage of others who differ from you.

Understand cross-cultural competency and how historical power influences the dynamics of interpersonal relationships between diverse persons.

Become aware of historically oppressed groups and of historically empowered groups.

Be aware of how privilege, both historical and contemporary, impacts cross-cultural communications and interactions.

Address the role of power in societal relationships and how power and unconscious biases may lead to oppression/stereotypes of others (e.g., women, the poor, less educated, people of color or homeless persons).
Getting Started

Cooperation

Active Listening
Guidelines for Participation

• Honor Silence (Silent / Listen)
• Speak for Yourself – Use “I” Statements
• Think for Yourself
• Share Airtime with Others
• Listen Actively to Others
• Avoid Use of Your Cell Phone
• Follow Directions from the Facilitators
• Open Your Minds
• Honor Confidentiality
• Have Fun
Creating A Safe Space

• We will work to ensure that this is a safe space for sharing of ideas, talking openly and honestly, embracing the uncomfortable and healthy debate.

• This training includes some of our own ideas and our own work and philosophy on the diversity dynamic in our country and in your community, Winston-Salem.

• Our hope that each of you will come to your own conclusions about the information shared and then make your own decisions on how to move forward.
Objectives for the Day

EXPLORE:

DEI Definition & organizational drivers

Personal relationships, differences, past experiences

How to have honest dialogue about DEI

How experiences impact DEI and your role

Skills needed to improve personal effectiveness with DEI

Conflict resolution and respect for differences
Self-Portrait

- Name
- What you value about life
- Important people in your life
- Your values – one word
- Favorite food
Exploring “ism”

Mental, Physical and Emotional Damage
Treated differently because of who you are

What does “ism” feel like?

- SEX
- RELIGION
- NATIONAL ORIGIN
- COLOR
- DISABILITY
- FAMILIAL STATUS
- AGE
- RACE
- SOCIAL STATUS
- GEOGRAPHY
- SEXUAL ORIENTATION
Education & Definitions

Gaining Altitude
Diversity, Equity and Inclusion Dialogue

Group Work

- Count off by fours (1-4)
- Identify a scribe and a spokesperson
- Identify 3-4 ideas about diversity, equity and inclusion
- Report out to the larger group - spokesperson
The next four slides contain definitions of the terms, **equity** and **inclusion** as defined by independentsector.org; **dimensions of diversity** as defined by OZS Consulting; and **diversity** as defined by William Chance to help build common understandings and focus for our training goals today.
**Equity Defined**

**Equity** is the fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. Improving equity involves increasing justice and fairness within the procedures and processes of institutions or systems, as well as in their distribution of resources. Tackling equity issues requires an understanding of the root causes of outcome disparities within our society.
Inclusion is the act of creating environments in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people. It’s important to note that while an inclusive group is by definition diverse, a diverse group isn’t always inclusive. Increasingly, recognition of unconscious or ‘implicit bias’ helps organizations to be deliberate about addressing issues of inclusivity.
Dimensions of Diversity

SECONDARY DIMENSIONS
Environmental Factors
(Subject to change or choice)

PRIMARY DIMENSIONS
Biological Factors
History of Discrimination

- Age
- Race
- Gender
- Physical Abilities & Qualities
- Ethnicity

- Sexual Orientation

- Work Experience
- Religious Beliefs
- Communication/Work Style
- Socio-Economic Origins & Status
- Language/Accent
- Marital/Parental Experience
- Military Experience
- Cognitive Style
- Functional Area/Level in Organization
- Geographic Location & Background
- World View & Philosophy
- Tenure in Organization/Community
- Dress/Appearance

OZS Consulting for CBI
Adapted from Workforce America (Loden & Rosener)
Diversity Defined

“Diversity, generally understood and embraced, is not casual liberal tolerance of anything and everything not yourself. It is not polite accommodation. Instead, diversity is, in action, the sometimes painful awareness that other people, other races, other voices, other habits of mind, [other experiences, other thoughts, other statuses, other backgrounds and other beliefs] have as much integrity of being, as much claim upon the world, as you do. No one has an obligation greater than your own to change, or yield, or to assimilate into the mass. The irreconcilable is as much a part of social life as the congenial. Being strong in life is being strong amid differences while accepting the fact that your own self can be a considerable imposition upon everyone you meet. I urge you to consider your own oddity before you are troubled or offended by that of others. And I urge you, amid all the differences present to the eye and mind, to reach out and create the bonds that will sustain the commonwealth that will protect us all. We are meant to be together.”

William M. Chance in the Language of Action (Wesleyan LXII, #2, Fall 1989, p.36)
Do you feel that you currently work in a diverse, equitable and inclusive environment?

A: Yes  
B: No  
C: Somewhat  
D: Not Sure
1873 – US Supreme Court opinion in regards to a woman’s application to practice law – Civil law as well as nature herself, has always recognized a wide difference in the respective spheres and destinies of a man and a woman. Man is, or should be, woman’s protector and defender. The natural and proper timidity and delicacy which belongs to the female sex unfits it for many of the occupations of civil life...that a married woman is incapable, without her husband’s consent, of making contracts which shall be binding...This very incapacity...rendering a married woman incompetent fully to perform the duties and trust that belong to the office of an attorney... The paramount destiny and mission of woman is to fulfill the noble and benign offices of wife and mother. This is the Law of the Creator.

Racial Equity Institute
Women Are Strong & Resilient!!
Exclusion
Separation
Integration
DEI - Standard Operating Procedure

Accessibility

Diversity

Inclusion

Belonging

Equity

Justice

“No One Of Us, Is As Good As All Of Us”
Diversity, Equity and Inclusion

Diversity is getting invited to the table

Accessibility is being able to get into the building
Diversity, Equity and Inclusion

**Inclusion** is having a voice at the table

**Belonging** is having your voice heard at the table
Diversity, Equity and Inclusion

**Equity** is everyone having a fair chance, access and opportunity.
Diversity, Equity and Inclusion

*Justice* is the removal of the systemic, institutional, structural and historical barriers that prevent accessibility, diversity, inclusion, belonging and equity for all people.
The assumption is that everyone benefits from the same supports. This is equal treatment.

Everyone gets the supports they need (this is the concept of “affirmative action”), thus producing equity.

All three can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier was removed.
How Do You Define Race?
Race Defined

“A specious classification of human beings created by Europeans (whites), during a period of worldwide colonial expansion, using themselves as the model for humanity for the purpose of assigning and maintaining white skin access to power and privilege.”

Racial Equity Institute

Racial Identity Development
Guess What?

There is no such thing as race!
Defining Race
In her book, *White Fragility*, author Robin DiAngelo states that “many of us have been taught that there are distinct biological and genetic differences between races. This biology accounts for visual differences such as skin color, hair texture, and eye shape, and traits that we believe we see such as sexuality, athleticism, or [even] mathematical ability. The idea of race as a biological construct makes it easy to believe that many of the divisions we see in society are natural. But race, like gender is socially constructed. The differences we see with our eyes – differences such as hair texture and eye color – are superficial and emerged as adaptations to geography. Under the skin, there is no true biological race. The external characteristics that we use to define race are unreliable indicators of genetic variation between any two people.”

“Truth be told, race is an evolving social idea that was created to legitimize racial inequality and protect white advantage. The term white first appeared in colonial law in the late 1600s.”
How Do You Define Racism?
"Racism is a system of structuring opportunity and assigning value based on the social interpretation of how one looks (which is what we call race), that unfairly disadvantages some individuals and their respective communities, and saps the strength of the whole society through the waste of human resources and human capital."
How familiar are you with the “History of Racism” in our country?

A: Very Familiar  
B: Somewhat Familiar  
C: Not At All Familiar

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History of Racism

401 years of racial segregation starting with the first slaves brought to the new world in 1619...
History of Racism

356 years of government sanctioned laws that were purposely designed to benefit white people and disadvantage people of color...
History of Racism

250 years of brutal and inhumane slavery...
History of Racism

35 years of Black Codes by many southern states (after the Civil War ended) which equated to de facto slavery...
History of Racism

100 years of the KKK and the terrorism and lynchings its members committed against Black and Brown people...
History of Racism

90 years of Jim Crow...
History of Racism

60 years of separate but equal…
History of Racism

35 years of redlining, housing, insurance, and banking discrimination…
What Do You Think Has Been The Impact of Racism on Black and Brown People in Our Country, including in Winston-Salem?
How Does The Impact Of Racism Show Up In Communities of Color Today?
People of Color Are Disproportionately & Adversely Impacted By:

Poverty
Homicides
Infant Mortality
Police Shootings
School Dropout Rates
Lack of Home Ownership
Police Stops and Profiling
Incarcerations
COVID-19
Negative Healthcare Outcomes
Drug Arrests and Addictions
Exploitative Work Environments
Historical and Structural Disinvestment
Low Wage Jobs
Low Property Values
Poor Schools
Income Gaps
Diabetes, Heart Attacks, Cancer
And, The List Goes On and On
Does Our Audio Match Up With the Video?

BLACK LIVES MATTER

ALL LIVES MATTER
Which of the following has most shaped your understanding of bias/racism?

A: Personal study
B: Family / Friends
B: TV / Media
C: Personal experience
D: Other

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Understanding Bias

Prejudice & Stereotyping

• How do you define bias?
• How do you define prejudice?
• How do you define stereotyping?
Understanding Bias

Have a nice day
Bias/Racism

Linguistics
Profiling/Bias

 Implicit/Unconscious Bias/Racism

The answer is clearly NO!
Explicit Bias:

• Expressed directly

• Aware of bias/operates consciously

• Example – Sign in the window of an apartment building - “No Children”
**Implicit Bias:**

- Expressed indirectly
- Unaware of bias/operates sub-consciously
- Example – an employer paying a man more money than a woman doing the same work
Implicit Bias

How Does Implicit Bias Show Up for You?

• Personally
• At Work
• In Social Settings
• In the Community
Understanding Privilege

What is privilege?

How has privilege manifested itself historically in our country?

How does privilege manifest itself in Winston-Salem?

Who in Winston-Salem has privilege? How and why?

Who in Winston-Salem does not have privilege? Why?

“Those who have privilege to know have the duty to act.”
Albert Einstein
Diversity In Winston-Salem
Cruising
Who’s in the Room?

- Height
- Personality
- Gender
- Race/Ethnicity
- Political View
- Marital Status
- Socio-economic Status
- Age
- Disability
Diverse Communications Styles

**Action Style:** Sets objectives, makes quick decisions, likes working on your own projects; it’s all about action, getting things done; results

**People Sensitive Style:** Values teamwork, believes in collective agreement, people are most important; everyone needs a role; it’s about the people

**Process Development Style:** Thoughtful, resists pressure, pays attention to details such as facts, objectives, strategies and tactics; process is most important; good process will enhance results
What’s Your Story?

- Sex
- Religion
- National Origin
- Color
- Disability
- Familial Status
- Age
- Race
- Social Status
- Geography
- Ethnicity
- Sexual Orientation
Personal Reflections / Sharing Personal Stories:

• When did you first realize that you were a member of a particular identity group?

• What significant or key experiences have you had in which you’ve felt different as a result of membership in this group? And/or been discriminated against or just treated differently?

• How have these experiences shaped your personal views and philosophy about diversity and inclusion?

• How do your personal views and philosophy about diversity and inclusion affect your relationships with persons of other diverse groups?

OZS Consulting for CBI
Adapted from Workforce America (Loden & Rosener)
Identity Groups

**Boomers** - Born 1946 to 1964 (55-73 in 2019)

**Generation X** - Born 1965 to 1982 (37-54 in 2019)

**Millennials** - Born 1983 to 2001 (18-36 in 2019)

**Generation Z** - Born 2002 to 2020ish (17 and under in 2019)
What is it like to be a member of this group? Challenges? Advantages? Disadvantages?

What perceptions, assumptions, and/or stereotypes do you think others have about your group?

What do you want others to know about your group?

What one question do you want to ask others in the other groups?

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Managing Conflict
When faced with conflict, do you typically:

A: Compete
B: Accommodate
C: Compromise
D: Avoid
E: Collaborate

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Conflict Resolution

Develop Extraordinary Conflict Resolution Skills

WIN-WIN SOLUTION
Competition

Fight/Compete to be right

Have no interest in helping others

Very defensive of your own position and have difficulty understanding the reasons others don’t see things your way

May insist others drop what they are doing

Take advantage of those who accommodate others

Win - Lose
Accommodation

Will help others to get what they want often to their own detriment

Give in to demands, even unreasonable ones to avoid disagreement

May do someone else's job rather than suggesting that the responsible person do it

Lose - Win
Compromise

Give and take with others

Want both parties to be satisfied or dissatisfied with the outcome

Frequently used for expediency

$\frac{1}{2}$ Win - $\frac{1}{2}$ Lose
Avoidance

Often withdraw and detach themselves from the issue

Not willing to assert their own wants nor do they want others to get what they want

May look the other way when others are talking about office politics, workload equity, etc.

"My doctor told me to avoid any unnecessary stress, so I didn’t open his bill."

Lose - Lose
Collaboration

Collaborators are interested in seeing that everyone’s needs are met fully

Members tend to consider them a team

Work creatively and are solution-oriented

Outcomes tend to be one that neither party had at the beginning of the collaboration

Win - Win
Wrap-up

Prepare for Landing
There is no power greater than a community discovering what it cares about.

Ask “What’s possible?” not “What’s wrong?” Keep asking.

Notice what you care about.
Assume that many others share your dreams.

Be brave enough to start a conversation that matters.
   Talk to people you know.
   Talk to people you don’t know.
   Talk to people you never talk to.

Be intrigued by the differences you hear.
   Expect to be surprised.
   Treasure curiosity more than certainty.

Invite everybody who cares to work on what’s possible.
   Acknowledge that everyone is an expert about something.
   Know that creative solutions come from new connections.

Remember, you don’t fear people whose story you know.
Real listening always brings people closer together.

Trust that meaningful conversations can change your world.

Rely on human goodness. Stay together.
The Beautiful World of Winston-Salem
Based on what you just experienced, what one word describes how you are leaving?

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We Hope You Enjoyed Your Flight
~ WPR Consulting, LLC ~
Head to the Terminal