Notes from HR Network Meeting on 2.25.16

**RESOURCES:**

* Multicultural Organizational Development: [tool kit](https://www.compasspoint.org/sites/default/files/documents/CP%20Cultural%20Competence%20Lessons%20FINAL%20RPT.pdf%20%20)
* Implicit Bias Test : <https://implicit.harvard.edu/implicit/>
* San Francisco’s Human Rights Commission <http://sf-hrc.org/>
* Zoe Polk , Attorney and trainer who joined us from the SFHRC [zoe.polk@sfgov.org](mailto:zoe.polk@sfgov.org)
* <https://www.raceforward.org/>
* Recommended by an HRN member as a strong trainer for implicit bias and trauma informed care: Dr. Allison Briscoe Smith <http://www.drbriscoesmith.com/home/>
* Workshop: [Conflict Resolution with Power & Privilege in Mind](https://www.compasspoint.org/workshop/Conflict%20Resolution%20with%20Power%20and%20Privilege%20in%20Mind)
* Workshop: [Working Across Differences for Organizational Change](https://www.compasspoint.org/workshop/Working%20Across%20Differences%20for%20Organizational%20Change)

**FIRST EXERCISE:**

Reflection Questions & Note Taking

Pair Share:

Please use the allotted time to ***take turns*** sharing perspective and listening.

You have 6 minutes each. Focus on listening to the person, refrain from interrupting or adding your perspective.

* **Please share any successful workplace experiences where discussing institutional racism included people sharing their own racial identity along with their experience and perspective? If not, what’s the opportunity for having these conversations and discussions at work?**
* **When have you included your own racial identity (and possibly other social identities) in conversations because it was important?**

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**For Your Notes:**

*What are the opportunities for growth in your organizations approach?*

*What are opportunities for growth in work relationships?*

*What are the risks?*

**NOTES FROM GROUP DISCUSSIONS:**

Below are the scenarios that walked through. The bullet points are the ideas that came out of the group discussions.

1. **Some Staff have expressed that they don’t feel their perspective and work experience is understood by positional leaders. The majority of these staff are people of color, non-managers.** 
   1. Some Challenges named:
      1. Who to bring this to the folks in leadership positions.
      2. What if the positional leaders do not have an understanding of what staff are doing / therefore have trouble relating to their experience?
      3. How to get positional leaders to understand, care and act.
   2. Take steps to make sure Managers are:
      1. Tuned in to the culture of the organization, looking for where there may be concerns or areas that can be improved.
      2. Open to communication and make it clear that folks can come talk to them.
      3. Prioritizing the need to create and nurture an inviting environment.
   3. Important to name / define what diversity means and *why* it is important to the organization.
   4. Processes and discussion of diversity should include everyone. No one is exempt.
   5. Managers need to champion the work
   6. Create spaces for communication and input. Commit to follow through and taking action.
   7. When using Training as a means to address diversity in the work place, keep in mind:
      1. Training cannot be viewed as a one-time fix. The content covered needs to be carried through the organization and continued.
      2. When an organization is training on ‘other’ topics (i.e. budgeting) a diversity lens can / should be brought to that conversation. Always look at how people are treated.
      3. Questions raised about how to work on changing the culture of an organization when there is not a champion on the management team.
      4. Consider having multiple staff be involved in selecting trainers and the content presented.
      5. Share resources with staff so that they can be revisited at a later date.
2. **Performance Mngt – A performance issue has been raised by a supervisor about someone they supervise. The supervisor and supervisee are of different ethnicities. HR believes that bias maybe influencing the dynamic between the two individuals. How does HR help to navigate bias and yet address the performance issue?**
   1. Look for ways for folks to share their experiences and perspectives
   2. Can you bring awareness of bias into your organization so that folks may bring a new awareness to their future interactions?
   3. If there is an organizational effort to address bias, it can be brought into professional development goals and performance management systems. Such ‘in the past year what measures have you taken to learn about or address bias that you may carry?’
   4. Attempt to honor both issues – Where is bias showing up? – And what is the performance concern? Acknowledge if there is overlap.
   5. Work with Manger to see if they can hear and appreciate other perspectives on the dynamics at play.
   6. Is it possible to look at the performance concern objectively? Is it measurable activity that can be discussed can be discussed with the individual? Are there multiple ways that the issue can be addressed that can be considered?
3. **Group: We talked about diversity/inclusion trainings at our organization and experiences with employees of color (going through trauma again) and/or employees who avoid this kind of training.**
4. one time this African American employee left a leadership diversity training. this employee is always presented as “here look, we have diversity.” And, it’s never deep enough to understand or include these employees in an authentic way.
5. It is hard to balance the comfort level of employees and talk about hard stuff (race)
6. After a diversity training, the feedback was received from employees, who said
   1. I felt unsafe
   2. I felt I was being picked on
   3. Some white employee mention that they do not think they have white privilege, or they are not aware of it.
7. It’s important to talk about confidentiality as we discuss this kind of topic
8. Also not to force people to talk about race
9. Framing is important: what is it (this training) trying to accomplish, and what is it (training) not trying to accomplish
10. We cannot bring equity without realizing racism and implicit biases
    1. It’s uncomfortable to talk about it though
11. We are raising our comfort level
12. Have diverse staff, but donors pressured to look at the data. Data showed that despite of our mission, we do not serve as much African American population as other population
    1. It was a moment of realization
13. We do not want just people (white) to attend but also to fully participate
    1. It’s a challenge
14. Personal experience: I do not usually care about the trauma piece; I go through it every day. The frustration is that, in trainings, we keep talking about basic level stuff, one-on- one, and don’t really seem to be addressing the issue.
15. Millennials seem to care less about diversity issue, as they say
    1. We talk to everyone, we go to lunch together
    2. We don’t think there is an issue with race
16. How do we build equity?
17. How do we make ourselves aware to talk about the diversity/race issues?
18. Diversity is not just race, it’s everything
    1. Ethnicity
    2. How we talk to each other etc…
19. How do you go to a training and retain everything? Experience trainings stay at the workshop, and as soon you come back to your desk, you forget about it.
    1. We need to develop conversation/language (so we can bring our training to everyday life)
    2. How can you say what you need to say without being fearful?
    3. It’s about giving people ability to say

**Seven Guidelines for Multicultural Interactions**

**Try on new ideas and perspectives**, concepts and experiences which are different than your own. Be willing to open up to new territory and break through old patterns.  Remember, try on is not the same as “take on.”

**Step up/Step back**. Honor different beliefs and encourage empowerment by making a space for all voices, experiences and ideas to be heard and shared. Talking does not equal participation. Generous listening is a form of participating. If you tend to speak a lot, try listening more. And, if you tend to sit back and listen, consider speaking up more.

**Intent is different than impact,** and both are important.  It is also important to own our ability to have a negative impact in another person’s life despite our best intention.  In generous listening, if we assume positive intent rather than judging or blaming, we can respond, rather than reacting or attacking when a negative impact occurs.

**Speak from the “I”** is speaking from one’s personal experience. Rather than saying “we”, using “I” allows us to take ownership of thoughts, feelings and actions.

**Confidentiality** is often defined as “what’s said in the room stays in the room” and we agree not to discuss what happens here in a way that would identify any individual. There is another dimension to confidentiality that includes “asking permission” to share or discuss any statement another person makes of a personal nature.  It helps to remember that the story belongs to the teller, not to the listener.

**Both/and thinking.** Making room for more than one idea and point of view at a time means appreciating and valuing multiple realties – your own (it is possible to be both excited and sad at the same time) and others.  While either/or thinking has its place it can often be a barrier to human communication

**It’s okay to disagree.** Avoid attacking, discounting or judging the beliefs and views of yourself or others – verbally or non-verbally.  Instead, welcome disagreement as an opportunity to expand your world. Ask questions to understand the other person’s perspective.

*\*Adapted from a document created by Contra Costa Health Services and adapted from VISIONS, Inc. http://www.visions-inc.org/index.htm*