



HOW TO LEAD DE&I IN YOUR FIRM

Presented by: Farzin Farzad





INTERRUPTING PROBLEMATIC BEHAVIORS

Presented by: Farzin Farzad

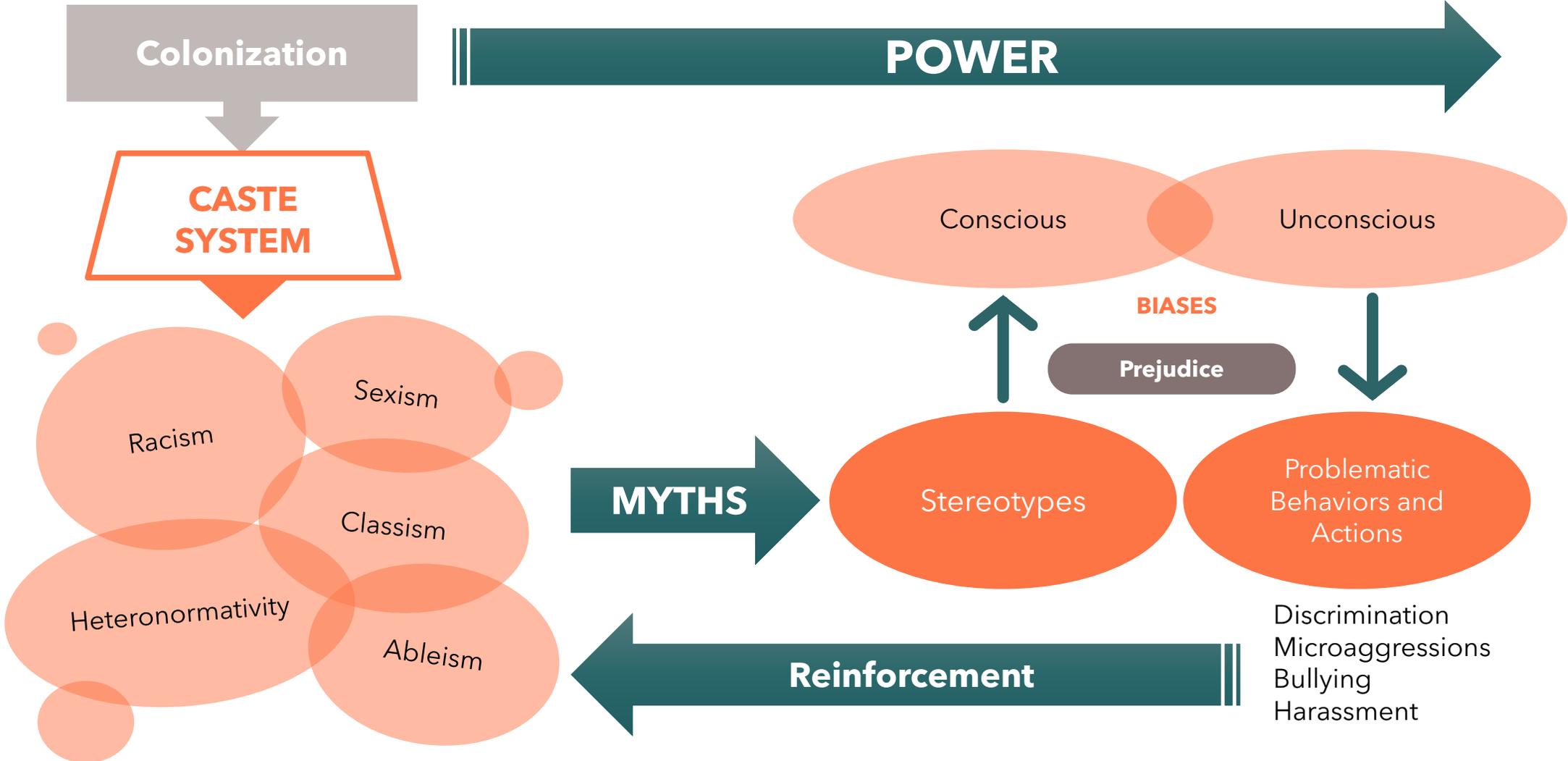


Discussion



What are you pretending not to know?

Systems of oppression



Types of Microaggressions

Microaggressions

are intentional or unintentional everyday slights, indignities, put-downs and insults that members of marginalized groups experience.

MICROINSULTS

Rude or discriminatory snubs or actions that are slightly covert

Ascription of Intelligence

"How did you get that job?"

MICROASSAULTS

Explicit discriminatory comments or actions meant to harm the target

Racial Slurs

Explicitly offensive remarks

MICROINVALIDATIONS

Negating the feelings and experiences of othered or minoritized peoples

"You're being too sensitive"

"I don't see color"

Health Effects



Unhealthy Diet

Panic/Worry

Low self-esteem

Type 2 Diabetes

Depression

Survival mode

Disengagement

Substance Abuse

Anxiety

Feelings of Powerlessness

Prolonged Stress

Second-Guessing

Heart Disease

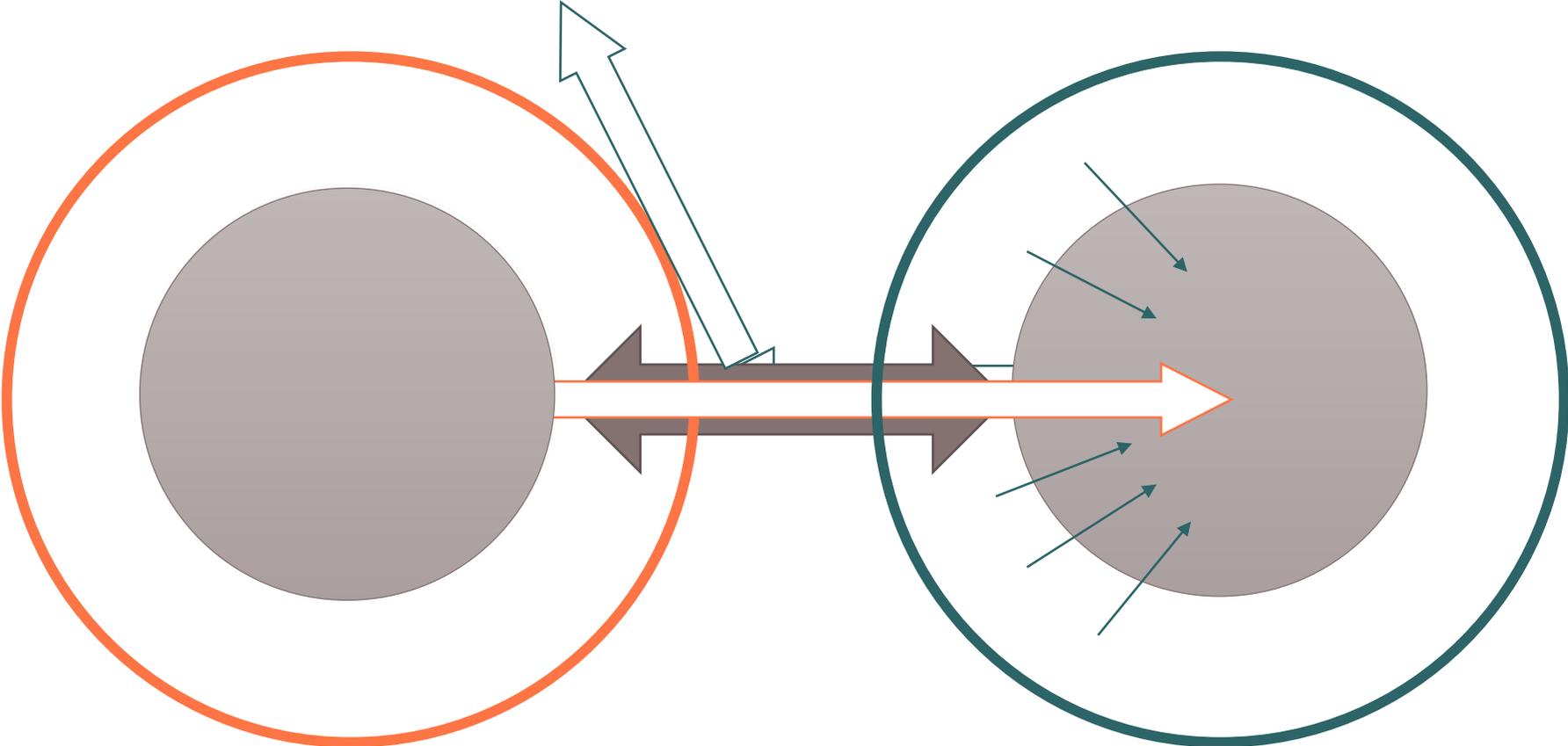
Disconnection

Heightened Reactions

Loneliness



Intent vs. Impact



Seemingly harmless jokes can be a conscious or unconscious display of power and privilege.



Conversation Strategies

During the conversation

- Recognize the power dynamic
- Set the tone, set boundaries
- Enter conversation in good faith with respect
- Actively **listen**
- Speak from experience, use I statements
- Be clear about intent, recognize the impact: *I am not racist vs. I don't intend to be racist*
- Oops vs. ouch
- Call in vs. call out
- Commit to change

After the conversation

- Reflect on what you have learned
- Find out more
- Actively remind yourself that a change in behavior is needed
- Work to rebuild lost trust
- Explore ways to be an ally

Avoid:

- Fragility
- Colorblindness
- Tone policing
- He-peating
- Saviorism
- Paternalism
- Whatabout-isms
- "Well, actually..."
- Tokenism
- Getting too "familiar"

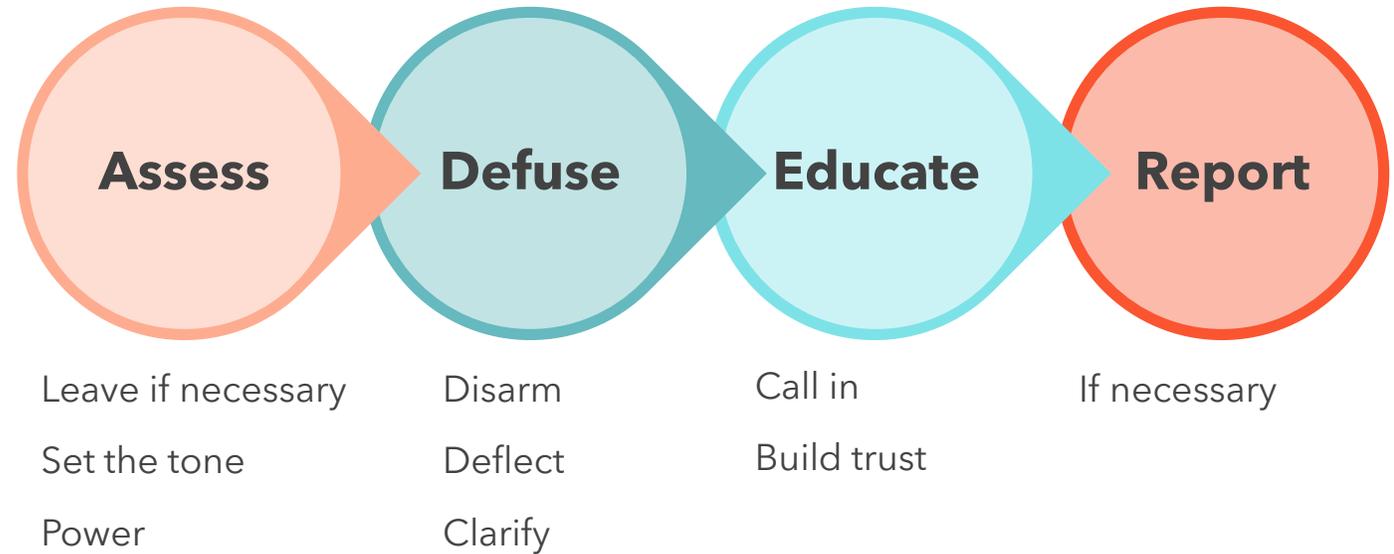
As the Target

You're not required to jeopardize your safety or mental health

You are not responsible for anyone's ignorance

You can only control your reaction

Your response will vary according to the situation



Disarming, though not useful for every situation, involves embracing the conflict and validating an aggressor's feelings and concerns. It can start with a question, statement or apology.



As a Bystander

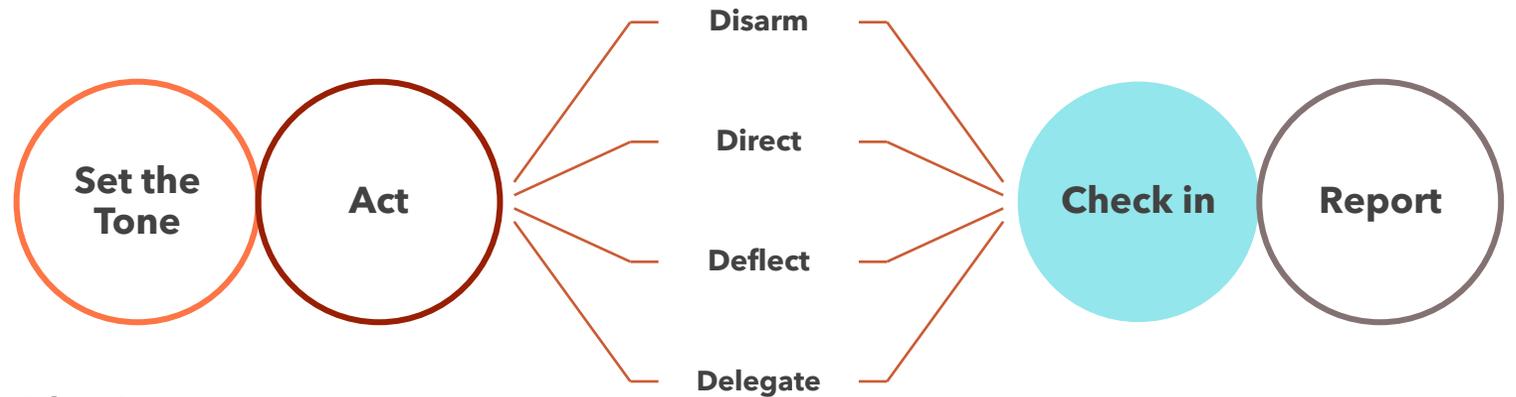
You're not required to jeopardize your safety or mental health

You are not responsible for anyone's ignorance

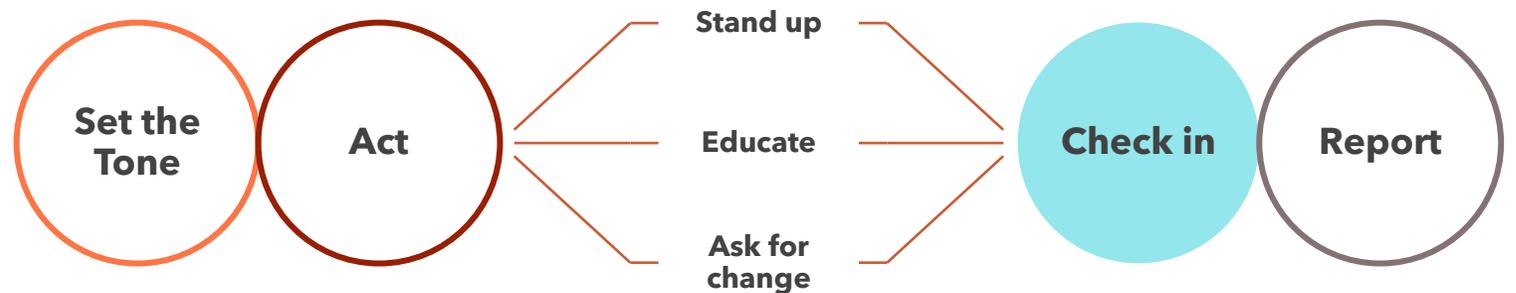
You can only control your reaction

Your response will vary according to the situation

In the Moment



After Incident



Diplomacy and empathy are your two greatest tools
View each interaction as a learning opportunity



As a Leader

A leader is...

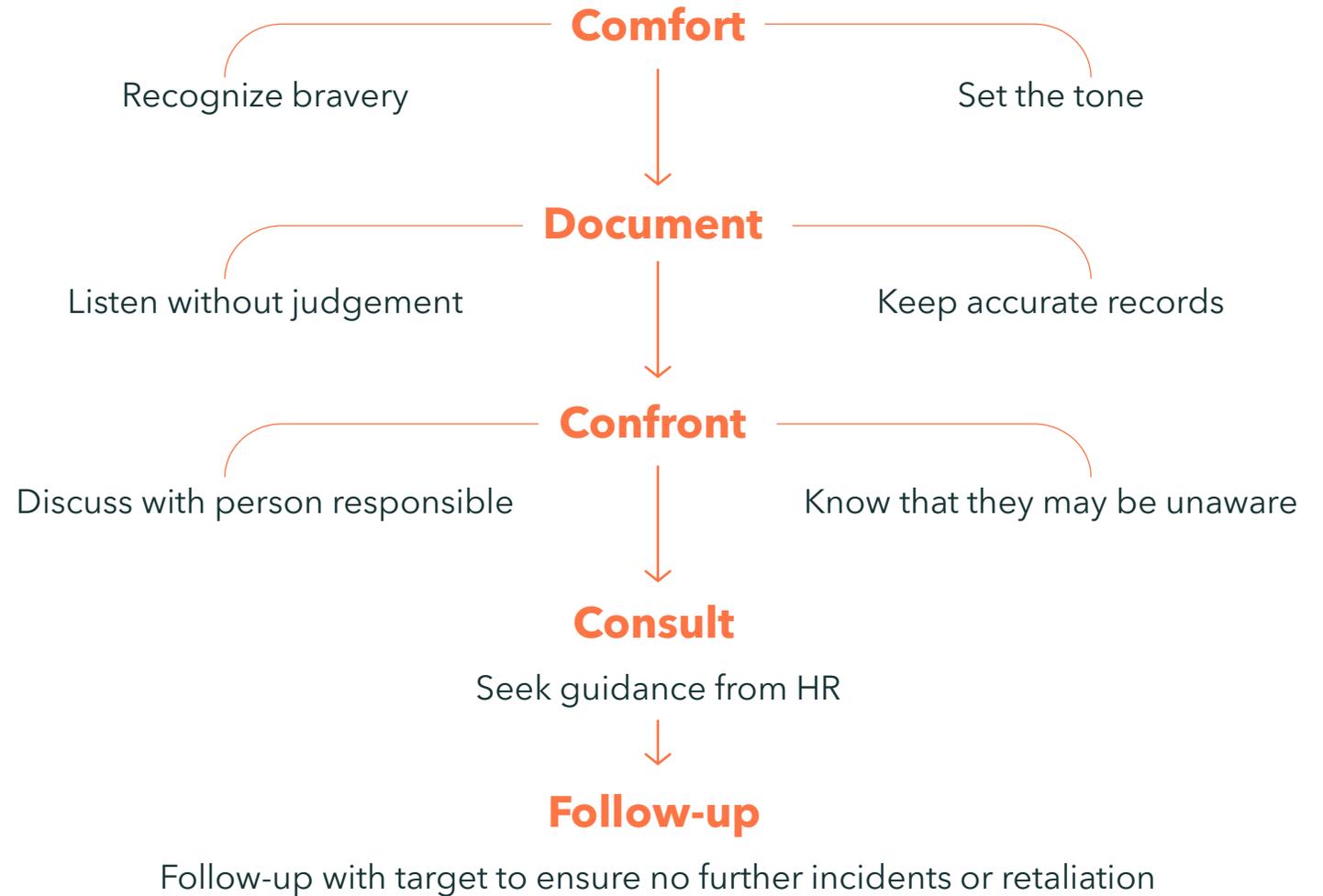
Courageous

Empowering

Humble &
Vulnerable

Accountable

Culturally
Intelligent &
Curious



Scenarios

1. You are a supervisor on a site visit. You want to get everyone's attention, but everyone is scattered. One of your employees is not paying attention after repeated calls to come to a huddle. You snap at them to get their attention. You later learn that the individual is hearing impaired, and snapping is extremely offensive to them. What do you do?
2. You're facilitating a meeting and you call on an employee on the spot to discuss something that they had been working on for several months. However, when given the spotlight, they stumble through their words and are left feeling ashamed. The employee is a non-native English speaker. What could you have done differently?
3. You're a new supervisor and a person of color. After one of your meetings or group discussion, one of your employees comes to you and says in a surprised tone, "wow you're really articulate!" What do you do?
4. A few people have mentioned that one of your colleagues repeatedly makes comments about the transgender community that are off-putting and borderline micro-aggressive. When confronted, your employee says that his comments are just jokes and he didn't intend them to be harmful. He also says there's nothing illegal about what he has said. He complains that the other employees are just really sensitive. What do you do?
5. You're a supervisor of a diverse team. One of your direct reports, a Black woman, has voiced her displeasure with a new initiative and you feel like she's being insubordinate. When you mention this to her, she points out that other employees are free to challenge you without consequence and that your opinion of her is racially charged. You're offended by the notion that someone may insinuate that you are racist. How do you respond?



“When you **debate** a person about something that affects them more than it affects you, remember that it will take a much **greater** emotional toll on *them* than on you. For you it may feel like an academic exercise. For them, it feels like revealing their pain only to have you dismiss their experience and sometimes their HUMANITY. The fact that you might remain more calm under these circumstances is a consequence of **your** privilege, not increased objectivity on your part.

STAY HUMBLE.”

- **Sarah Maddox**





Thank you

For additional questions, please contact
ffarzad@criticalequity.com



CRITICAL EQUITY CONSULTING

DECOLONIZE THE WORKPLACE