

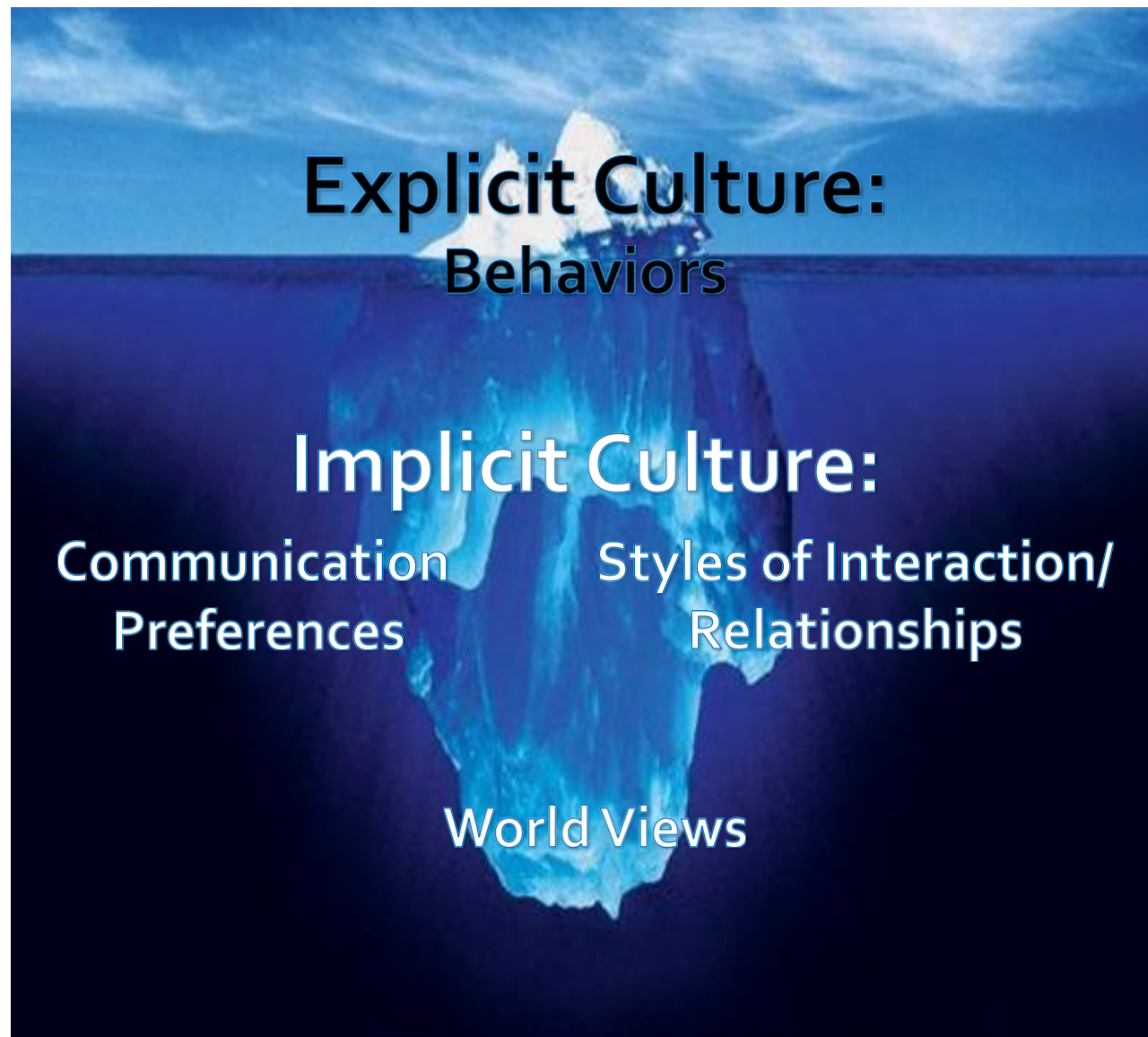
COMMUNITY OF RESPECT: CULTURE, CULTURAL DIVERSITY AND

MICROAGGRESSIONS

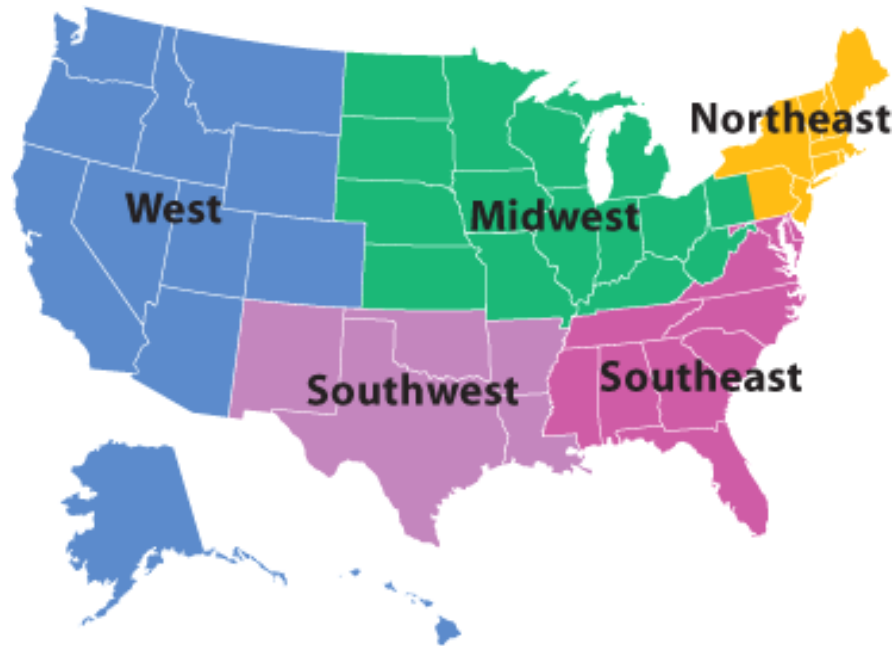
How culture impacts our lives

- Culture
 - the relatively stable set of inner values and beliefs generally held by groups of people in countries or regions and the noticeable impact those values and beliefs have on one's outward behaviors and environment. It is not something you are born with but something you are born into and learn through imitation or teaching; like the software programming for our human self (the hardware); the story we tell ourselves about ourselves; what people need to know to function well in any society.
 - Cultural Values
- Stereotypes
 - Usually a negative statement made about a group of people; they emerge when we apply one behavior to a whole group; an oversimplification.
- Unintended Bias
 - Your background, personal experiences, societal stereotypes and cultural context can have an impact on your decisions and actions without you realizing. Implicit or **unconscious bias** happens by our brains making incredibly quick judgments and assessments of people and situations without us realizing. These biases may be based upon the culture one belongs to and may include stereotypes.

<https://www.youtube.com/watch?v=57KW6RO8Rcs>



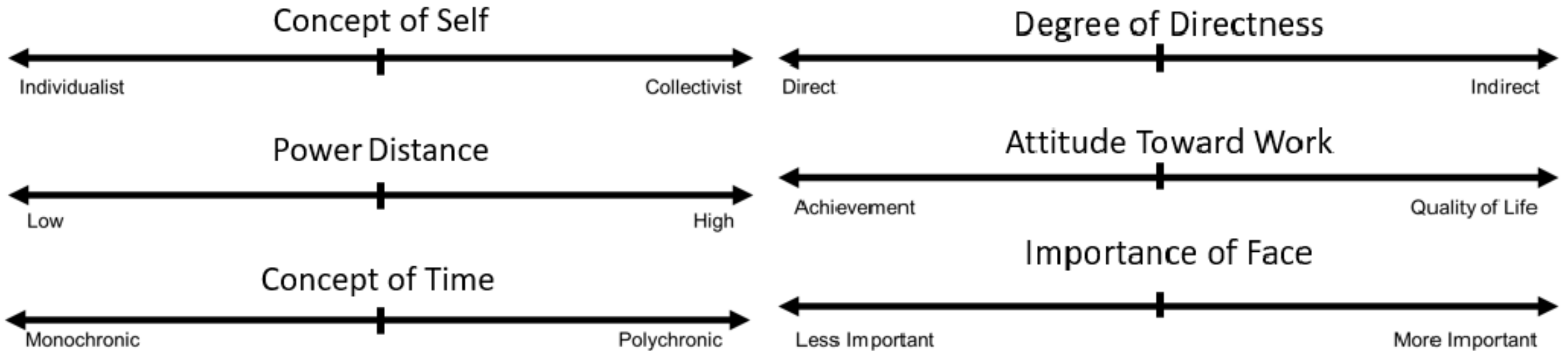
American Subcultures



<https://www.facebook.com/charlieberensTV/video/s/1120022195056200/>

Cultural Values

Principles or qualities that a group of people will tend to see as good, right or worthwhile.

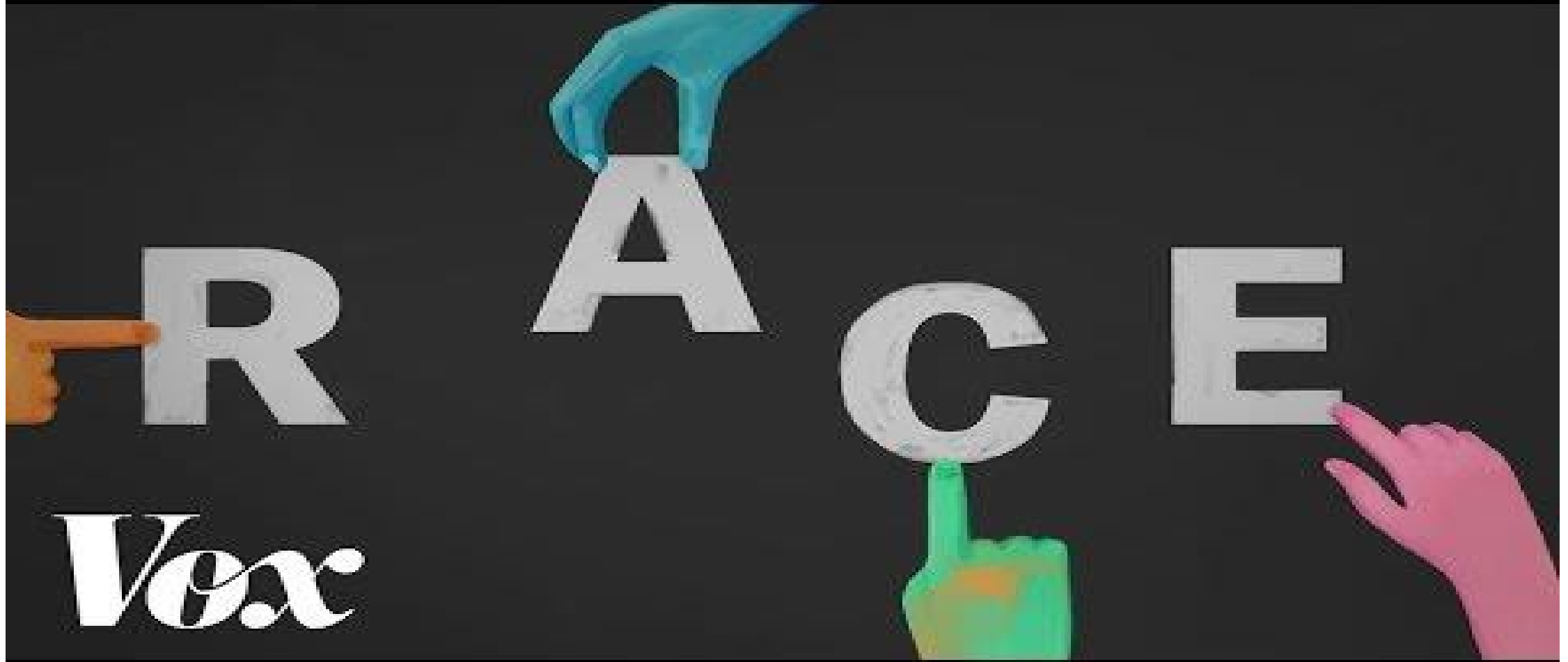


Stereotypes

- Usually a negative statement made about a group of people; they emerge when we apply one behavior to a whole group; an oversimplification.

Generalizations: looking at a large number of people and drawing certain conclusions from what we see; often an oversimplified view; becomes damaging when it is too broad, out of date, or the information we use to form the generalization contains biases. Some generalizations are based on scientific research and can, therefore, be reliable (but not foolproof) statements about cultural tendencies.

3 Types: Anchor, Confirmation and Availability



Unintended Bias

- Your background, personal experiences, societal stereotypes and cultural context can have an impact on your decisions and actions without you realizing. Implicit or **unconscious bias** happens by our brains making incredibly quick judgments and assessments of people and situations without us realizing. These biases may be based upon the culture one belongs to and may include stereotypes.
- Biases are often unintentional
- We ALL make assumptions.
- Acknowledgement of unconscious influences can help overcome them.

PBJ implicit bias video

<https://www.womenshealthmag.com/life/a32745827/implicit-bias-video-peanut-butter-jelly/>

- **Microaggression**

- The everyday comments, slights, or snubs that may be intentional or unintentional, and communicate hostile, derogatory, or negative messages to target a person solely based on a person's affiliation with a marginalized group.

- **Cultural Appropriation**

- The adoption of elements from a culture by those who do not identify with that culture.
 - *Ex: Using a culture as a Halloween costume.*

- **Microassault**

- Overt discrimination characterized primarily by a verbal or nonverbal attack meant to hurt the intended victim through name-calling, avoidant behavior, or purposeful discriminatory actions.
 - *Ex: "You people..."*

- **Microinsults**

- Comments that communicate the demographic group is not accepted and that person is a slight exceptions to the stereotype. It's an insult even though the perpetrator feels it is a complement.
 - *Ex: "How did you manage to get into that college?"*

[color blind](#)

<https://www.youtube.com/watch?v=3HKXMYMkbg>

- **Microinvalidations**

- Comment or action that dismisses the experiences of historically disadvantaged group members.
 - *Ex: "I don't see color"*

[Grocery store](#)

<https://www.youtube.com/watch?v=Wf9QBnPK6Yg>

“Even the most well-intentioned person unwittingly allows unconscious thoughts and feelings to influence apparently objective decisions.”

-Mahzarin R. Banaji

High and Low Context Cultures

Low-Context Cultures	High-Context Cultures
<ul style="list-style-type: none">• “Say what you mean and mean what you say.” Speak directly.	<ul style="list-style-type: none">• “You can’t understand what’s being said until you learn how things are done around here.”
<ul style="list-style-type: none">• Direct, first-person communication is preferred;	<ul style="list-style-type: none">• Indirect communication (using intermediaries) is preferred;
<ul style="list-style-type: none">• Words are usually enough to communicate what you mean;	<ul style="list-style-type: none">• Words alone are not enough to grasp meaning;
<ul style="list-style-type: none">• Truthfulness is expected, regardless of the consequences.	<ul style="list-style-type: none">• Truth is flexible and secondary to honor and other factors

- There are differences in communication style across cultures.
- Some cultures are very explicit, while others tend to use more indirect methods of communication.

• [High and Low Context Cultures](https://www.youtube.com/watch?v=qKViQSnW-UA)
<https://www.youtube.com/watch?v=qKViQSnW-UA>

How to Recognize Biases and Overcome Them

- Acknowledge that we all have them
- Call them out and address them in conversation
- Constant self-correction
 - Frequent insistence on “show me the evidence” and being able to defend every decision.
- Ground rules to regulate the process.
- No overloading or rushing.
- Applying evaluation criteria **consistently**.
- Periodically evaluating judgments to see if bias has influenced a decision.

How to overcome communication barriers

- Paraphrase – use different words/sentence structures
- Avoid informal English
- Remove “softeners” from your speech
- Check often for understanding
- Nodding (for the listener), saying “mm-hmm” may only signal “I am listening”
- Write information down
- On the phone – spell out words
 - Follow up with email
- Consider Non-Verbal Communication styles

When Confronting Prejudice

- Remain calm and know your triggers;
- Don't label anyone;
- "When you say _____, it sounds _____;"
- Suggest other words that could be used;
- "I would appreciate it if you didn't say things like that when I'm around;"
- Provide justification for why you believe it was prejudice;
- If possible, take the opportunity to educate.
- Keep your composure;
- Be confident;
- Be clear and concise;
- Be welcoming and encouraging;
- Show empathy, but don't agree;
- If nothing else, say "OUCH!"

Thank you

Questions or Thoughts?

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Inclusion starts with I video:

<https://www.youtube.com/watch?v=2g88Ju6nkcg>