

The Importance of Diversity Equity & Inclusion in the Workplace

SC Commission for Minority Affairs

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A BETTER WAY TO THINK, A NEW WAY TO FEEL

I: EMOTIONAL INTELLIGENCE & CULTURAL COMPETENCY

II: STEREOTYPES, BIAS & DISCRIMINATION

III: DIVERSITY, EQUITY, INCLUSION & JUSTICE

IV: THE FUTURE OF YOUR ORGANIZATION



Emotional Intelligence

Emotional Intelligence (commonly referred to as EI or EQ) is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

Personal Competence	Recognition	Regulation
	Self-Awareness <ul style="list-style-type: none">• Self-confidence• Awareness of your emotional state• Recognizing how your behavior impacts others• Paying attention to how others influence your emotional state	Self-Management <ul style="list-style-type: none">• Keeping disruptive emotions and impulses in check• Acting in congruence with your values• Handling change flexibly• Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	Social Awareness <ul style="list-style-type: none">• Picking up on the mood in the room• Caring what others are going through• Hearing what the other person is “really” saying	Relationship Management <ul style="list-style-type: none">• Getting along well with others• Handling conflict effectively• Clearly expressing ideas/information• Using sensitivity to another person’s feeling (empathy) to manage interactions successfully

(Source: <https://positivepsychology.com/emotional-intelligence-frameworks/>)



Are you Emotionally Intelligent?

There are several online assessments you can take, but, in the meantime, ask yourself, "Do I..."

- recognize my emotions as I experience them?"
- lose my temper when frustrated?"
- have people tell me, 'you're a good listener?'?"
- know how to calm myself down when I feel anxious or upset?"
- enjoy organizing groups?"
- find it hard to focus on something over the long term?"
- find it difficult to move on when I feel frustrated or unhappy?"
- know my strengths and weaknesses?"
- avoid conflict and negotiations?"
- ask people for feedback on what I do well, and how I can improve?"
- set long-term goals and review my progress regularly?"
- find it difficult to read other people's emotions?"
- struggle to build rapport with others?"
- use active listening skills when people speak to me?

"No one cares how much you know until they know how much you care."

-Theodore Roosevelt



EI is, in many ways, the essence of being human. Leaders set the tone of their organization. If they lack emotional intelligence, it could have more far-reaching consequences, resulting in lower employee engagement and a higher turnover rate. While you might excel at your job technically, if you can't effectively communicate with your team or collaborate with others, those technical skills will get overlooked.

HOW CAN YOU IMPROVE YOUR EI?

1. **Self-reflection** – Take time to get to know yourself- your strengths and weaknesses. This can be done through a personal SWOT (strengths, weaknesses, opportunities, and threats) analysis, or through soliciting feedback from peers.
2. **Know your emotional triggers** - Consider what are you responding to when you become sad, angry, or frustrated. Pay attention to vocabulary and know the words that incite emotions in you. Your word choice and tone may negatively impact others.
3. **Empathize with others** – Be willing to see things from a different perspective. This requires getting to know others, practicing active listening, and asking open-ended questions to gather information. You can also pay attention to non-verbal cues to determine how someone is truly reacting to a situation. You can never fully know someone else's experience, but you can try to perceive the situation from their perspective.
4. **Own your emotions** – Take responsibility to recognize and own the emotional reactions that you have when you are interacting with others. For example, anger and fear can impede constructive communication. How can you acknowledge fear or anger in yourself before they become destructive to you?
5. **Practice Mindfulness** – Being mindful can help you become more self-aware, reduce stress and help with maintaining a positive attitude.



WHAT IS CULTURE?

- The customary beliefs, social forms, and material traits of a racial, religious, or social group.
- The characteristic features of everyday existence (e.g., diversions or ways of life) shared by people in a place or time.
- The set of shared attitudes, values, goals, and practices that characterizes an institution or organization.



Culture can be defined several ways, but it is more important to note that culture is not limited to race, ethnicity, or national origin.



Cultural Competence



- Cultural competence is the ability to understand and interact effectively with people from other cultures.
- To have multicultural competence you need a basic understanding of your own culture. It's difficult to understand another's culture if you are unfamiliar with your own.
- Cultural competence is a willingness to learn about the cultural practices and worldviews of others.
- Cultural competence means having a positive attitude toward cultural differences and a readiness to accept and respect those differences.



HOW CAN WE BECOME MORE CULTURALLY COMPETENT?

- 1 Positively APPROACH the evaluation of cross-cultural situations.
- 2 ANALYZE relevant information without the bias of preconceptions and stereotypical thinking.
- 3 Translate thought into ACTION while maintaining control in potentially challenging and stressful situations.

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- Cultural Competence helps those around you feel valued for who they are and what they have to offer.
 - Valuing someone's culture yields better results in both individual and team efforts.



Stereotypes = Thoughts

Bias = Attitudes

Discrimination = Actions

Stereotypes

Stereotypes are fixed, over generalized beliefs about a particular group or class of people.

Examples of stereotypes include:

- handicap people are on disability;
- the British have bad teeth;
- blondes are dumb;
- Asians play string instruments;
- Black people are athletic;
- Jewish people are rich;
- Hispanic/Latinos are bilingual;
- Native Americans are alcoholics;
- teenagers are disobedient;
- politicians are only concerned with power and money;
- males are strong;
- women are emotional; and
- Christians are perfect.





CONSEQUENCES OF STEREOTYPING

"The single story creates stereotypes, and the problem with stereotypes is not that they are untrue, but that they are incomplete. They make one story become the only story." - Chimamanda Ngozi Adichie

Stereotyping causes us to ignore differences between individuals; therefore, we think things about people that might not be true (generalizations). It reduces the amount of processing (thinking) we have to do when we meet someone new. It is also hurtful to those on the receiving end and can cause low morale for the individual or group impacted, potentially making for a toxic work environment. Employees who face constant comments, criticisms, or other negative results from stereotyping can lose motivation and interest in performing their jobs.



How do we end stereotyping?

Educate yourself on people of different backgrounds and experiences and see them as individuals, not individuals who are a part of a group.



Bias



HOW TO OUTSMART YOUR UNCONSCIOUS BIAS

Valarie Alexander, TED TALK.

A screenshot of a YouTube video player showing Valarie Alexander speaking. She is wearing a purple blazer over a black top. The video player includes the TEDx logo, the title "How to Outsmart Your Own Unconscious Bias | Valerie Alexander | ...", and standard YouTube controls for "Watch later" and "Share". A "Watch on YouTube" button is visible at the bottom left. The background of the slide features a large orange triangle on the left and a green triangle on the right.

A second screenshot of the same YouTube video player, showing the same scene of Valarie Alexander speaking. The video player includes the TEDx logo, the title "How to Outsmart Your Own Unconscious Bias | Valerie Alexander | ...", and standard YouTube controls for "Watch later" and "Share". A "Watch on YouTube" button is visible at the bottom left.

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13:48-15:58

<https://youtu.be/GP-cqFLS8Q4?t=828>

Intentional and Inclusive habits. If you do not intentionally include, you will unintentionally exclude.

DISCRIMINATION

DISCRIMINATION INCLUDES ACTIONS TOWARDS AN INDIVIDUAL OR GROUP BASED ON PREJUDICED THOUGHTS THROUGH MACRO AND / OR MICROAGGRESSIONS



- A **macroaggression** is a large-scale, overt act of aggression towards those of a certain race, culture, gender, etc.

- A **microaggression** is a statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group, such as a racial or ethnic minority.

What does discrimination look like?

Discrimination often takes the form of a **microaggression**, or a subtle, indirect, or unintentional discrimination.

For example, an Asian family is ordering from a restaurant menu when the waitress remarks, “You speak good English.” This implies that they should not know English and assumes they were not born in America.

A **macroaggression** would be large-scale discrimination against a group, such as believing that all Asians have the “China Virus.”



What are the consequences of discrimination?



For the individual / community discriminated against, consequences include: stress, and health complications associated with stress (e.g., high blood pressure, depression, anxiety, etc.), lack of productivity and motivation, anger, and retaliation. The consequences for those who are discriminatory in their actions include lawsuits, lack of organizational progress, and a hostile environment.

What can we do to end discrimination?

Be aware of words and actions. Be mindful of stereotypes and biases. Be intentional about surrounding yourself with different people, so you begin to think differently about the experiences of others (personally and professionally).



DIVERSITY is in the people

EQUITY is in the perspective

INCLUSION is in the practice

JUSTICE is in the policy

Diversity

Workplace diversity includes a group of people with a wide range of characteristics, including: race, ethnicity, gender, age, sexual orientation, gender identity, physical abilities, religion, political beliefs, education, socioeconomic background, language, culture and / or military service.

DIVERSITY CAN BE EASILY MEASURED WITH DATA



What is the value of diversity in the workplace?

In our modern, globally connected society and marketplace, workplace diversity is becoming a necessity, rather than a banner companies wave to show their commitment to embracing differences.

Companies with diversified workforce experiences have advantages over those who do not have diversified employees.

Workplace diversity is not just something that improves a company's reputation, it also has direct, tangible benefits, including:

- Various perspectives**
- Increased creativity**
- Increased problem-solving capability**
- Increased profits**
- Improved employee engagement**
- Reduced employee turnover**
- Improved company reputation**
- Improved hiring results**





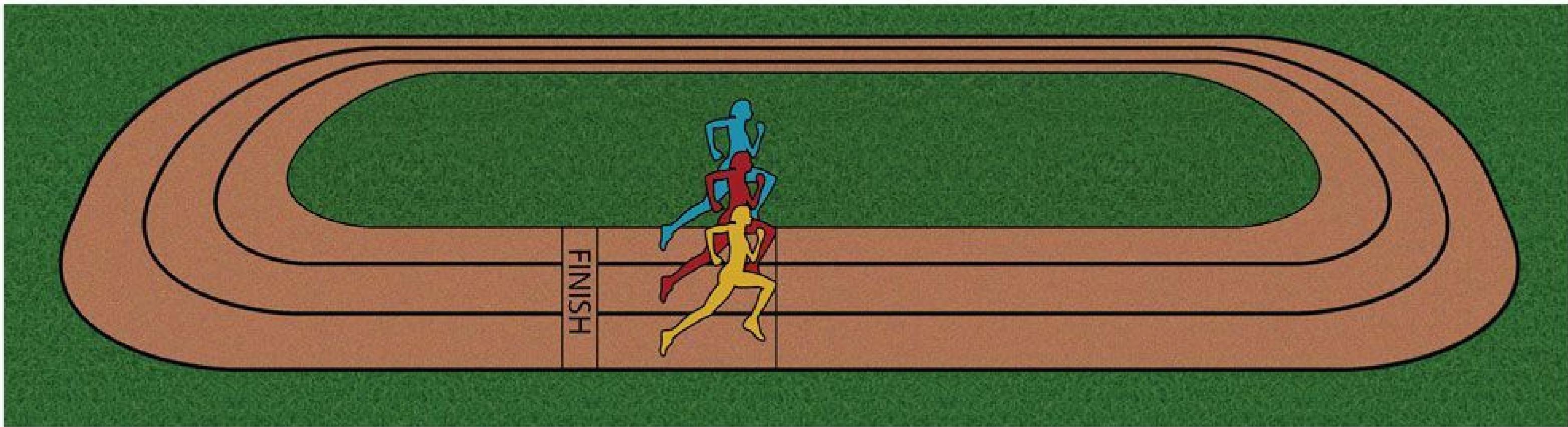
Equity

WHY WE NEED EQUITY OVER EQUALITY

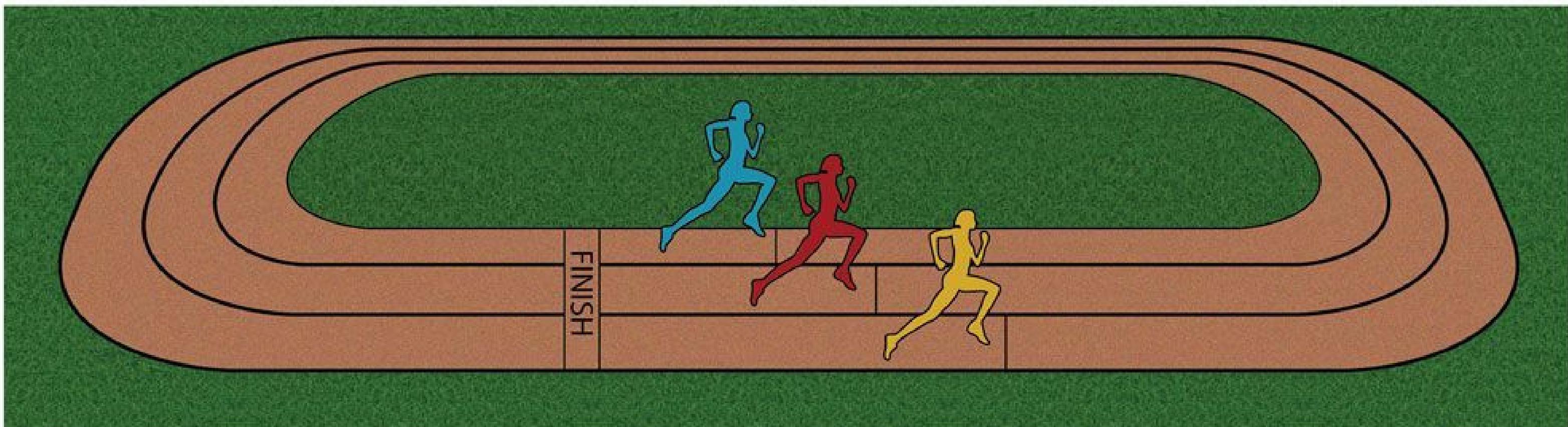
Equality has to do with giving everyone the exact same resources, whereas equity involves distributing resources based on the needs of the recipients.

HOW CAN WE BE MORE EQUITABLE?

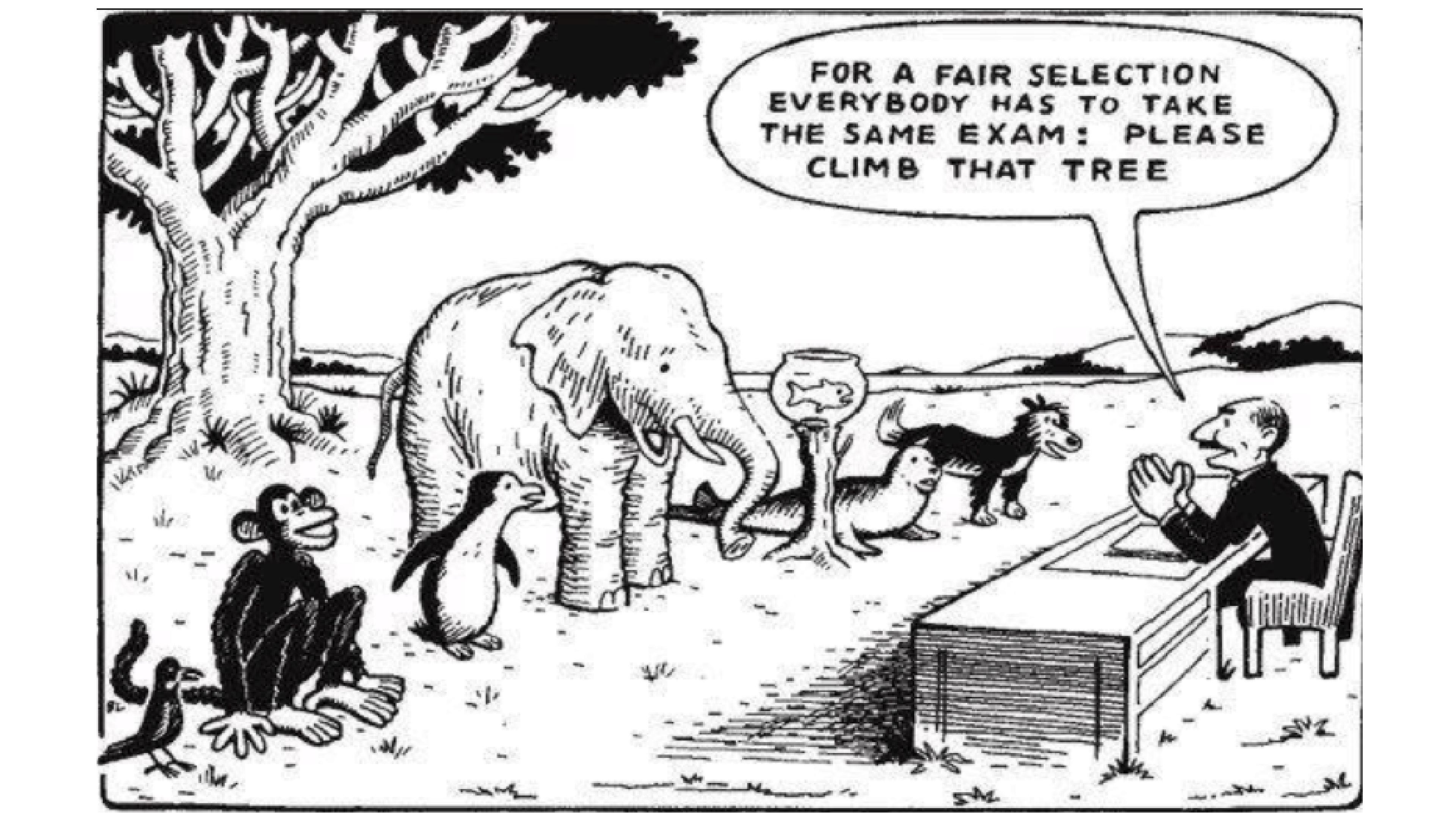
Stop trying to treat everyone the same. They are not the same which is why being equitable requires an individualistic approach.



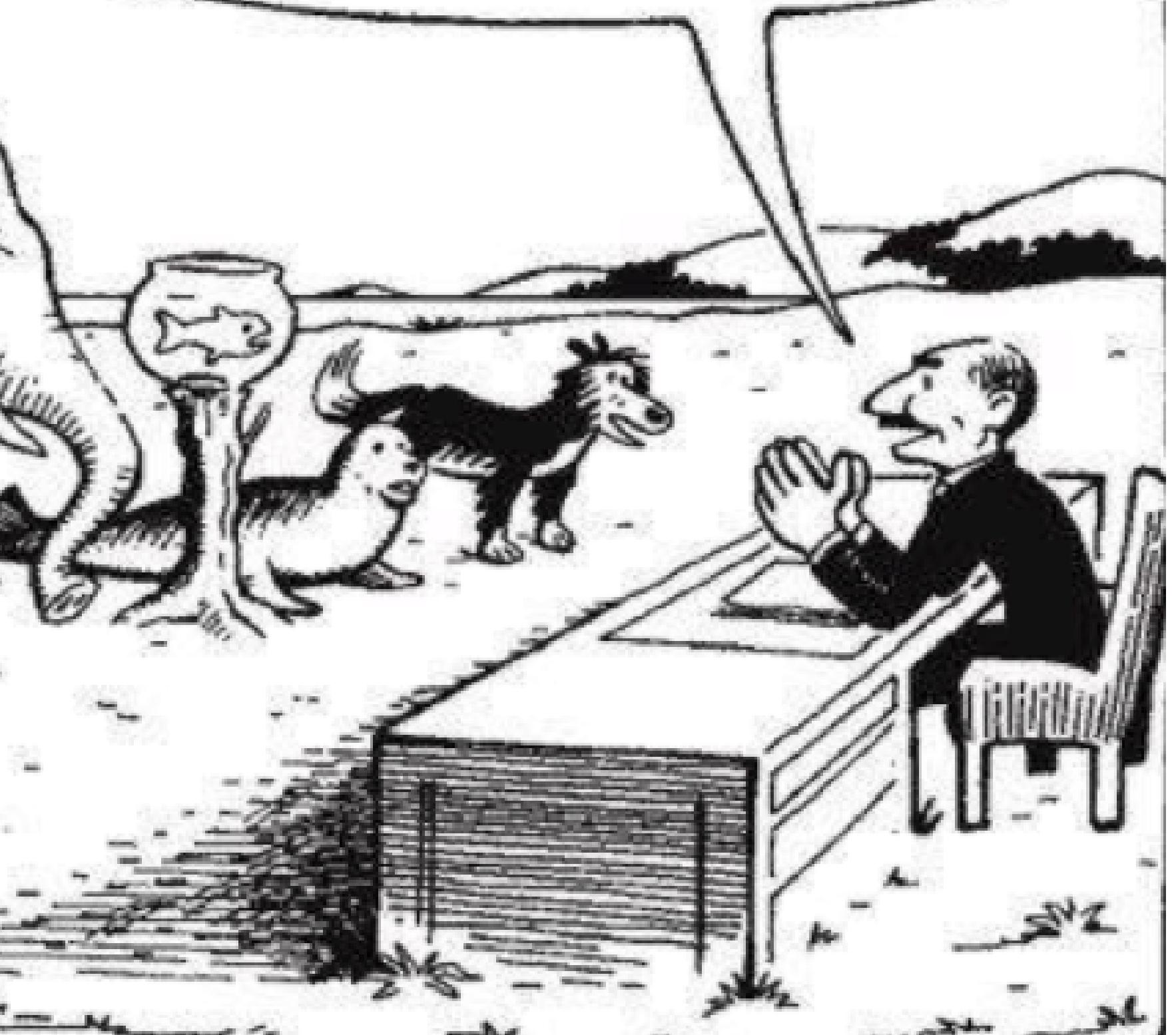
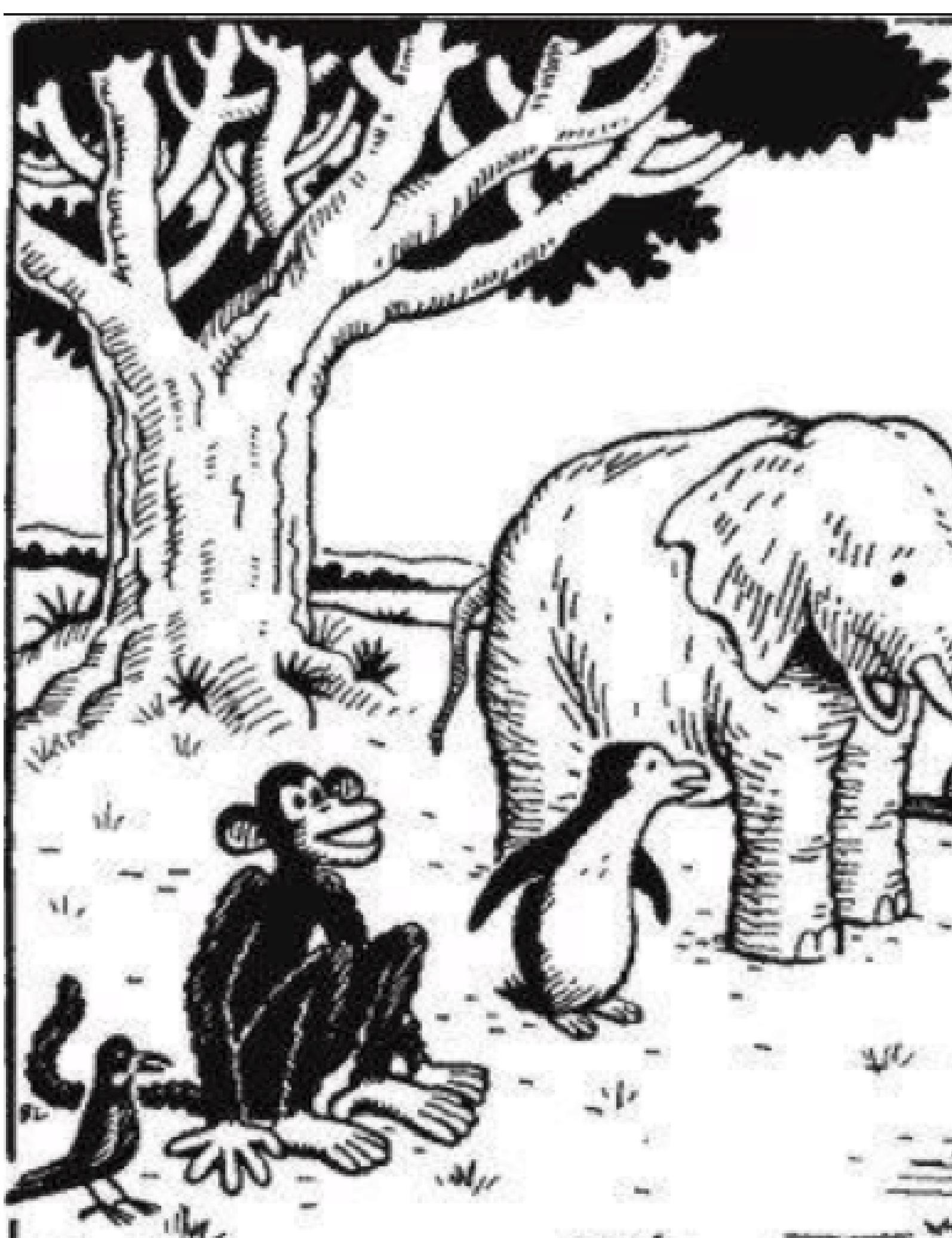
EQUALITY

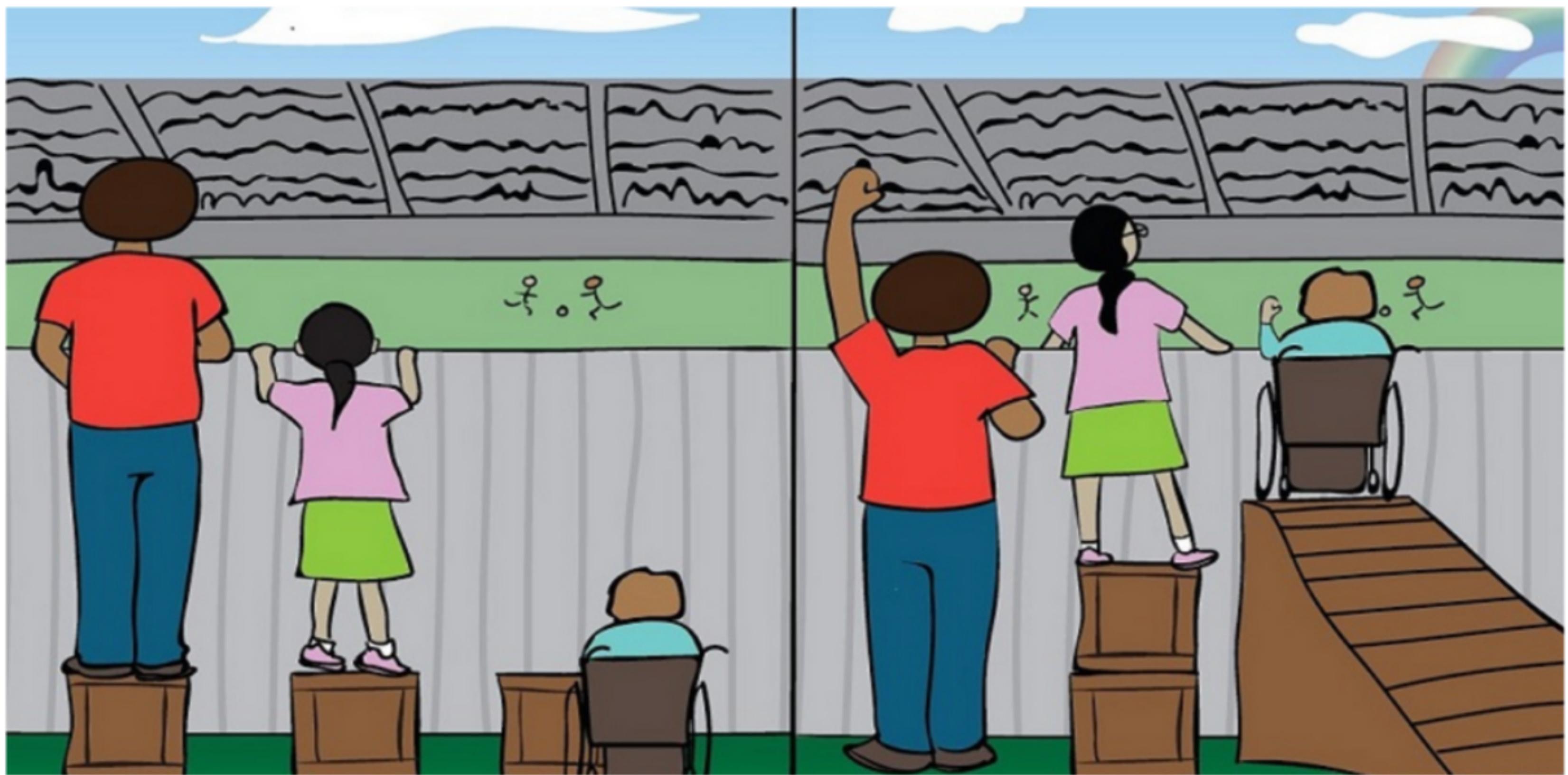


EQUITY



FOR A FAIR SELECTION
EVERYBODY HAS TO TAKE
THE SAME EXAM: PLEASE
CLIMB THAT TREE





Equality

Equity

Inclusion

Its definition

Inclusion is the process and practice of equitably engaging a group diverse people.

Its benefit

Inclusion provides a sense of belonging, and inclusive cultures make people feel respected and valued for who they are as an individual or group.

People feel a level of supportive energy and commitment from others so that they can do their best at work.



Inclusion is often confused with diversity

Diversity is having a seat at the table. Inclusion is having a voice in the decision.



Diversity is being invited to the party. Inclusion is being asked to dance.

Diversity is having all the players. Inclusion is playing as a team.





THE IMPORTANCE OF ORGANIZATIONAL AND CULTURAL JUSTICE

In light of social justice movements, the traditional employee–employer relationship is shifting, particularly for younger employees. There is more interest in knowing what involvement employers are taking to contribute solutions to some longstanding problems. So much so that many youth will not work at a company that does not use minority-owned subcontractors, have female leadership, or does not recycle. Thus, through Corporate Responsibility teams, companies are now being held to a standard of engagement not previously discussed in the workplace.

Corporate Responsibility

DEI Goals with TARGET



<https://www.youtube.com/watch?v=7nZumD1UHtc>



How can your company engage in J.E.D.I.?

Engage leadership

Review, renew and be
flexible

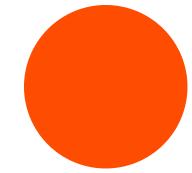
Identify your commitments

Get expert and
community input

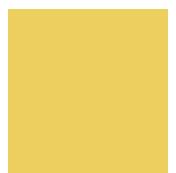
Design a supportive
infrastructure

Identify your action
plan





**The future of your
organization
depends on what
you do with this
information today!**





Thank you!

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