LEARNING OUTCOME

After participating in both sessions...

...you will be able to better identify and address microaggressions and bullying at your institution.
AGENDA
SESSION 1

- Define and understand the impact of microaggressions
- Cost of microaggressions in the workplace
- Cultural identity
- Implicit bias
- Key considerations

#AIwebcast

DEFINING AND UNDERSTANDING THE IMPACT OF MICROAGGRESSIONS
Organizational Climate

The events, messages, symbols, core beliefs, feelings, and much more, which make “our community” a welcoming or not-so-welcoming environment.

(Virginia Tech)

Cultural microaggressions
What just happened?

What are microaggressions?
Brief and commonplace indignities, whether intentional or unintentional, that communicate hostility or negative slights and insults that potentially have harmful or unpleasant psychological impact.

(Solorzani, Ceja, & Yozzo, 2000; Sue, et al. 2007)

Our experiences
Gender microaggressions

Theme, microaggression, and message
The weight of microaggressions

Your experiences
Share a microaggression that you have experienced at work. Why is this a microaggression?

Well-intended
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

COST OF MICROAGGRESSIONS IN THE WORKPLACE

Microaggression cost
Interpersonal cost

Microaggression effect

Emotional
- Emotional well-being
- Psychological turmoil
- Identity disengagement
- Low self-esteem
Microaggression effect

**Behavioral**
- Hyper-vigilance / skepticism
- Conflict
- Devalue social group identities
- Fatigue and hopelessness
- Contribute to a hostile climate
- May reduce education quality

**Cognitive**
- Disrupted cognitive responses - decreased focus
- Trying to make meaning of incidents
- Identity disengagement
- Reduced learning
- Lower productivity
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

**Microaggression effect**

**Biological / Physical**
- Accumulation of stressors can equal a catastrophic health event
- Mental health issues
- High blood pressure
- Physical health issues

**Microaggression effect**

**Systematically:** Creates disparities in health care, education, and employment because they are based upon a biased worldview that is manifested in hiring, retention, and promotion decisions in the workplace
- May reduce the quality of education received by students of color
- May result in lower quality of health care for certain groups
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

**Microaggression Effect**

- Biological/Physical
- Cognitive
- Emotional
- Behavioral

**Organizational cost**
The increased cost of employee turnover due to a toxic employee tends to be about $12,000 per toxic worker. What is not captured in the cost are other potential costs, such as litigation, regulatory penalty, and reduced employee morale (Housman and Minor, 2015).

The Freada Klein Study (2003) gathered data from SEC filings and other public sources to estimate the cost of unfair treatment in a typical 500 company. Klein concluded that “the cost of inappropriate/unfair treatment was $919 per employee per year,” in 2003 dollars, for a typical Fortune 500 service or manufacturing firm. She added that meaningful efforts to prevent or intervene could be undertaken for less then 10% of this figure - i.e. for $90 per employee per year.
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

- Depression
- Anxiety
- Discouragement
- Physical health
- Absenteeism
- Presenteeism
- Turnover
- Vengeful activities
- Customer complaints
- Wasted time
- Office politics
- Workers comp claims
- Health insurance
- Litigation
- Quality of work
- Productivity
- Self-esteem
- Job satisfaction
- Company loyalty
- Customer satisfaction
- Number of customers
- Company reputation
- Internal relationships
- Communication
- Decision making abilities
- Innovation & learning
- Employee engagement
- Ability to meet goals
- Bottom line

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INTERNAL

Culture represents “the values, norms and traditions that affect how individuals of a particular group perceive, think, interact, behave and make judgments about their world” (Chamberlain 2005).
EXTERNAL

Culture represents "the values, norms and traditions that affect how individuals of a particular group perceive, think, interact, behave and make judgments about their world" (Chamberlain 2005).

ACTIVITY

Your internal and external identities
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

Academic Impressions
Comfortable or uncomfortable?
You find out the provost is choosing to be a stay-at-home dad.

You attend a professional event and realize you are the only person there of your race.
A person who you think is from the Middle East sits next to you on an airplane.

Your new doctor went to medical school in India.
POLL

You take your car in for repairs and the head mechanic is a woman.

POLL

You see a little boy wearing a dress on the playground.
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

**LEARNING OUTCOME POLL**

You see two men in a park holding hands and sharing a kiss.

**LEARNING OUTCOME POLL**

You watch someone who does not have a visible disability park in a handicap space.
You find out that your new supervisor is 25 years younger than you.
Implicit bias

Attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.
These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual’s awareness or intentional control.

FIVE PRINCIPLES

1. Learn about cultures and social identities from sources within the group.
2. Learn from healthy and strong people of the group.
3. Learn from experiential reality.
4. Learn from constant vigilance of biases and fears.
5. Learn by being committed to personal action against racism, sexism, heterosexism, and other injustices.
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

Perceptual Identity

- What we see
- What we hear
- What we don’t see
- Distinctions
- Interpretations
- How to solve problems
- Norms and expectations

Implicit Bias

- What we see
- What we hear
- What we don’t see
- Distinctions
- Interpretations
- How to solve problems
- Norms and expectations

Academic Impressions
Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)

Implicit Bias

- Training Design
- Interpreting Information
- Mentoring
- Evaluations
- Information Delivery
- Co-worker Communication
- Department Management
Microaggressions have a negative impact on:
- Individuals
- Workplace climate
- Your entire organization

Cultural awareness is foundational for understanding:
- Internal identity
- External identity
- Bias
Implicit bias affects organizational culture through:
- Employee interactions
- Decision making
- Policy development
- Career advancement
Thank you!

Please remember to complete the event evaluation. Your comments will help us continually improve the quality of our programs.