

# Diversity and Inclusion Quick Guide

## Key Components of Cultural Competence<sup>1</sup>

**1. Self-awareness** is the consciousness of one's own social identities, cultures, biases, and perspectives.

**2. Understanding and valuing others** is the knowledge of and appreciation for others' social identities, cultures, and perspectives.

**3. Knowledge of societal inequities** is the understanding of how social identities and forms of oppression affect people's experiences and access to power, resources, and opportunities.

**4. Skills to interact effectively with diverse people in different contexts** is the ability to adapt to and work collaboratively with different cultural groups, in a range of situations.

**5. Skills to foster equity and inclusion** is the ability to identify and address inequities to create environments, policies, and practices that ensure diversity and fairness.

## The STOP Technique<sup>2</sup>

**S: STATE** the inappropriate behavior objectively.

**T: TELL** the offender how you feel when they perform this behavior. It's usually best to stick to your feelings so that this doesn't become a debate.

**O:** In addition to telling the person what you don't want them to do, **OFFER** several suggestions for what they can do.

**P:** Illustrate the **POSITIVE** results.

**Example:** "Bob, it upsets me when you call my ideas retarded. It's embarrassing and hurtful and offensive toward people with intellectual disabilities. Can you use a different word, like ineffective or underdeveloped? I think this would really improve our working relationship and communication."

Tips for making **STOP** work for you:

- Plan out what you'll say.
- Talk to the "offender" in private.
- If there's no change, try the process again.
- If the behavior does not change and it interferes with work, bring it to your supervisor's attention.
- If the behavior does change, show appreciation as soon as you can.

## Language Matters<sup>2</sup>

Sometimes it's hard to know what could offend someone. Here are some ideas of what should be replaced:

Ouch	Okay
Guys	Everybody, friends, y'all
Oriental	Asian, specific nationality
Acting like wild Indians	Out of control
Girls (over 16)	Women
Policeman	Police officer
Retarded	Intellectually disabled
Old people	Seniors, the elderly
Bitchy	Assertive
Jew down	Negotiate
Colored	Person of color
Gay	Stupid, senseless
Ghetto	Run-down; devalued
Half-breed or mulatto	Biracial; Multi-ethnic
Hermaphrodite or transvestite	Intersex, transgender
Blacklisted	Banned
Illegal alien	Undocumented immigrant
Sexual preference or lifestyle choice	Gay, lesbian, queer

## Additional tips:

- Listen for how an individual describes their own identity and mirror their language (e.g., Black, African American, Afro-Caribbean, Person of Color).
- Try not to include social identifiers, unless it is necessary to the conversation ("My Asian friend Lisa said..." vs. "My friend Lisa said...").
- When you are around individuals unfamiliar to yourself, start a conversation with, "I mean to be respectful. Please forgive me if I say something wrong and let me know because I care and want to get it right."
- Remember to speak from your own experience and to avoid generalizing.
- Try to ungender your language (they/them/theirs instead of he/she). And don't assume everyone is in a same-sex relationship (e.g., significant other, spouse, partner instead of husband/wife).
- When you are about to ask a potentially sensitive question, flip it, and see what it would feel like for someone to ask you a similar question. Proceed accordingly.
- If you make a mistake, acknowledge it, sincerely apologize, and continue on. Do the work on your own to make sure you don't repeat the offense.

## Diversity and Inclusion Quick Guide – Important Terminology

**Ableism:** Negative attitudes and prejudice toward an individual based on physical and/or mental disabilities.<sup>5</sup>

**Ally:** Someone who recognizes their privilege (based on gender, class, race, sexual identity, etc.) and who works in solidarity with oppressed groups in the struggle for justice.<sup>5</sup>

**Cisgender:** A person whose gender identity and biological sex assigned at birth align.<sup>3</sup>

**Culture:** A set of shared ideas, customs, traditions, beliefs, and practices shared by a group of people that is constantly changing, in subtle and major ways.<sup>4</sup>

**Cultural Competency:** The ability to interact effectively across various facets of diversity and to flex with differences.<sup>4</sup>

**Disability:** A mental and/or physical difference that limits a person in everyday activities. Increasingly, being discussed as a social construct.<sup>4</sup>

**Diversity:** All the ways people or groups differ from another. Not only race, ethnicity and gender, but also age, national origin, religion, disability, sexual orientation, socioeconomic status, education, marital status, language and physical appearance. It also involves different ideas, perspectives and values.<sup>5</sup>

**Equity:** An approach that ensures everyone is given equal opportunity; this means that resources may be divided and shared unequally to ensure access to opportunity due to systems of oppression and privilege.<sup>4</sup>

**Ethnicity:** A group of people that identify with one another based on shared culture.<sup>4</sup>

**Gender Identity:** The internal perception of one's gender; how a person labels themselves. Gender is not what's between your legs; it's what's between your ears.<sup>4</sup>

**Inclusion:** Embracing, leveraging, and celebrating the strengths of our diversity and ensuring everyone feels welcomed and valued for who they are.<sup>4</sup>

**Intersectionality:** The interconnected nature of identity such as race, class and gender, and the interdependent systems of power and privilege that result. For example, a heterosexual black woman may experience power and privilege differently than a queer black woman or a heterosexual white woman.<sup>4</sup>

**Intersex:** Term for a combination of chromosomes, gonads, hormones, internal reproductive organs, and genitals that differs from the two expected patterns of male or female. Formerly known as now outdated and derogatory "hermaphrodite".<sup>3</sup>

**Microaggressions:** Subtle, unconscious everyday behaviors that unintentionally denigrate someone from a historically marginalized or non-dominant group. Small, but if experienced chronically, a person can feel, "death by a thousand tiny cuts."<sup>4</sup>

**Pansexual:** A person who experiences sexual, romantic, physical, and/or spiritual attraction for members of all gender identities/expressions. Often shortened to "pan".<sup>3</sup>

**People of Color:** Citizens who do not identify as only white or Caucasian under the current U.S. Census ethnicity categories. This is the preferred and most inclusive term, currently.<sup>4</sup>

**Preferred Gender Pronouns (PGPs):** Often used during introductions, becoming more common in educational institutions. "she/her/hers, he/him/his, they/them/their"<sup>3</sup>

**Prejudice:** An opinion, prejudgment or attitude about a group or its individual members; often accompanied by ignorance, fear or hatred.<sup>5</sup>

**Privilege:** The freedom from stress, anxiety, fear or harm related to your identity and access to resources, consciously or unconsciously, by virtue of being part of a dominant group in society.<sup>4</sup>

**Queer:** An umbrella term to describe individuals who don't identify as straight and/or who have a non-normative gender identity. Due to its historical use as a derogatory term, it is not embraced or used by all members of the LGBTQ community.<sup>3</sup>

**Race (versus Ethnicity):** A false construct that historically and currently conflates skin color and ancestry with behavior and culture. Though a false construct, its existence is a widely held assumption and has real consequences for all people.<sup>4</sup>

**Sexual Orientation:** The type of sexual, romantic, emotional/spiritual attraction one has the capacity to feel for others; often confused with sexual preference.<sup>3</sup>

**Stereotypes:** Widely held, oversimplified ideas based on assumptions, popular opinion, or misinformation, that are generally negative, sweeping and simple."<sup>4</sup>

**Transgender:** A person who lives as a member of a gender other than that assigned at birth based on anatomical sex.<sup>3</sup>

**Xenophobia:** A culturally based fear of outsiders often based on competition for jobs, or ethnic, racial or religious prejudice.<sup>5</sup>

### Work Cited

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