GET OUT OF YOUR SILO

HOW TO DISCUSS RACE, RELIGION, AND POLITICS IN A FRAGMENTED WORKPLACE

INCLUSION NATION

INCLUSION NATION
328 days with friends
13 years and 2 months at work
1. possibility
(or why diversity matters)

2. reality
(or why we are polarized)
3. change
(or why civility matters)

4. starting now
(or how to make the possible real)
1. possibility
(or why diversity matters)
Companies with the highest levels of gender and racial diversity brought in **15 times** as much sales revenue as those with the lowest.
Employees are better innovators, more responsive to customer needs, and have improved team collaboration.

Companies in the top quartile for racial and ethnic diversity are 35% more likely to have financial returns above their peers.
socially different members
more than introducing new perspectives
triggers more careful information processing absent in homogenous groups
starts with awkwardness

leads to tension

better group problem-solving
better performers

can be categorized as better problem-solvers
better than peers
Into the gaping pot they went. Then six instructors of the Ford school, with long ladles, started stirring. 'Stir! Stir!' urged the superintendent of the school. The six bent to greater efforts. From the pot fluttered a flag, held high, then the first of the finished product of the pot appeared, waving his hat. The crowd cheered as he mounted the edge and came down the steps on the side. Many others followed him... In contrast to the shabby rags they wore when they were unloaded from the ship, all wore neat suits. They were American.
2. reality
(or why we are polarized)
conflict
verb [ɪ] · us /kɒnˈflikt/ · British /ˈkɒnflɪkt/
• to be in active disagreement, as between opposing opinions or needs:
DIFFICULT WORKPLACE TOPICS
(among employed Americans with coworkers)

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Any of the following (net)</td>
<td>36%</td>
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<tr>
<td>Politics</td>
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<tr>
<td>Race relations</td>
<td>33%</td>
</tr>
<tr>
<td>Police shootings of black men/women</td>
<td>29%</td>
</tr>
<tr>
<td>Religion</td>
<td>28%</td>
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<tr>
<td>Immigration</td>
<td>26%</td>
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<tr>
<td>Abortion</td>
<td>23%</td>
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<tr>
<td>Gun laws</td>
<td>23%</td>
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<tr>
<td>Transgender bathroom laws</td>
<td>22%</td>
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<tr>
<td>Kneeling or not standing during the national anthem</td>
<td>22%</td>
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<tr>
<td>Workplace sexual harassment</td>
<td>16%</td>
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<tr>
<td>Climate change</td>
<td>14%</td>
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<tr>
<td>Russian interference in the U.S. presidential election</td>
<td>12%</td>
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<tr>
<td>Charlottesville protests</td>
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<tr>
<td>Conflict with North Korea</td>
<td>11%</td>
</tr>
<tr>
<td>None of the above</td>
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1. We are polarized.
No one should kneel for the national anthem.

Black lives matter.

We should teach religion in schools.

America should have universal healthcare.

We need sensible gun laws.

Illegal immigration is destroying this country.

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The average white American has 91 white friends and 9 friends of color.

75% of white Americans have no friends of color.
Breaking News

11 facts that support all your opinions!

Like
who’s the nanny?

VOTE
1972: 25% of Republicans pointed to conservatives as the people who were most like them.

2000: 60% of Republicans pointed to conservatives as the people who were most like them.

1952: Republicans were 6% more white than Democrats.

1972: Republicans were 13% more white than Democrats.

1992: Republicans were 20% more white than Democrats.

2012: Republicans were 30% more white than Democrats.
1. We are polarized.
2. We want to win.
“If everything—the Supreme Court, the fate of Western civilization, the survival of the planet—depends on tribal victory, then neither individuals nor ideas can be determinative. — Charles Sykes

1. We are polarized.
2. We want to win.
3. We dehumanize them.
“Identity is what gets the blood boiling, what makes people do unspeakable things to their neighbors. It is the fuel used by agitators to set whole countries on fire. — Ian Buruma
3. change
(or why civility matters)

civility is not agreement
politeness “going along
to get along”
civility
why civility matters (the sequel)

1. We can’t avoid it.
2. We improve at difficult conversations.
3. We become innovators.
4. We create a better workplace.

4. starting now
(or how to make the possible real)
Treat people the way they want to be treated.
Respect someone because of who you are, not because of who they are.
2. UNDERSTAND WHAT THIS IS NOT ABOUT

THE SAME OLD THINKING

THE SAME OLD RESULTS
7 billion

“I know nothing.”
3.

SEE THE PERSON, NOT THE PROBLEM

@SilverthornMS
#ALAConf19 #InclusionNation
4.

BELIEVE THAT THEY BELIEVE IN THIS
“In order to understand what another person is saying, you must assume that it is true and try to imagine what it might be true of.”
– Miller’s Law
In order to understand what another person is saying, you must assume that it is true and try to imagine what it might be true of.”
– Miller’s Law

“Kneeling for the National Anthem is un-American.”
Black lives matter.

We should teach religion in schools.

The rich should pay their fair share in taxes.

We need sensible gun laws.

No one should kneel for the national anthem.

Illegal immigration is destroying this country.

In the 1960’s, gaslighting became a term to describe manipulating someone’s perception of what is real

GASLIGHTING Behavior Examples

LYING: Saying negative things about you indicating inadequacies causing you to be defensive

DISPUTES: If you attempt to call out a gaslighter on their lies, they will escalate their tactics
Moral Foundations Theory (MFT)
care | harm
fairness | cheating
loyalty | betrayal
authority | subversion
sanctity | degradation
INCLUSION NATION

care | harm

INCLUSION NATION

loyalty | betrayal
authority | subversion
6. RECOGNIZE BIASES - YOURS AND THEIRS

 Bianca Silverthorn, PhD

@SilverthornMS

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lens
unconscious
universal
schemas

stereotypes

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 —
3 QUESTIONS

1. who are you?
2. what do people assume about you?
3. what do you want people to know about you?
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 —
1. Start with **curiosity**.
2. **Interrupt** that voice in your head.
3. **Acknowledge** what they’ve told you.
4. **Reframe** combative language.
5. If needed, **disengage** and step away.
<table>
<thead>
<tr>
<th>Annoyed</th>
<th>Anxious</th>
<th>Apprehensive</th>
<th>Agonize</th>
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<tbody>
<tr>
<td>Anger</td>
<td>Anxiety</td>
<td>Apathy</td>
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<td>Cautious</td>
<td>Competitive</td>
<td>Concerned</td>
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<td>Contempt</td>
<td>Depressed</td>
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<td>Distraught</td>
<td>Doubtful</td>
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<td>Exhausted</td>
<td>Embarrassment</td>
<td>Envy</td>
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<tr>
<td>Frustrated</td>
<td>Fear</td>
<td>Guilty</td>
<td>Greed</td>
</tr>
<tr>
<td>Grief</td>
<td>Harassed</td>
<td>Hesitant</td>
<td>Hostile</td>
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<tr>
<td>Ignored</td>
<td>Impatient</td>
<td>Indifferent</td>
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<tr>
<td>Isolated</td>
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<td>Jealous</td>
<td>Jumpy</td>
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<tr>
<td>Lonely</td>
<td>Mad</td>
<td>Manipulated</td>
<td>Miserable</td>
</tr>
<tr>
<td>Obnoxious</td>
<td>Overwhelmed</td>
<td>Panic</td>
<td>Pressured</td>
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<tr>
<td>Remorse</td>
<td>Revenge</td>
<td>Shame</td>
<td>Sad</td>
</tr>
<tr>
<td>Scared</td>
<td>Shocked</td>
<td>Suspicious</td>
<td>Stress</td>
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<tr>
<td>Tired</td>
<td>Uncomfortable</td>
<td>Uneasy</td>
<td>Used</td>
</tr>
<tr>
<td>Wary</td>
<td>Weary</td>
<td>Wasteful</td>
<td></td>
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</tbody>
</table>
1. **Acknowledge** emotions.
2. **Give facts** to back-up those emotions.
3. **Share** your emotions with them.

- I don’t want to be angry.
- I want to feel safe.
- I don’t want to be uncomfortable.
- I don’t want to be scared.
- I want my community back.
- I don’t want to be alone.
Bathrooms should be a safe space for everyone.

Congress needs to move on immigration.

Trust needs to be restored between police officers and the low-income communities in which they work.
AGREEMENT

10.

THANK YOU

THANK YOU FOR LISTENING
“Thank you for talking with me about this. It means a lot to me that you shared how you feel about this. I’m going to think about what you’ve said, I hope you think about what I’ve said, and let’s talk about it again.”

“Thank you for listening.”