

FRAMEWORK FOR ADDRESSING DISCRIMINATORY BEHAVIOR

Awareness

Awareness of Self

- Examine your own cultural identities, biases and triggers
- Use inclusive language
- Recognize that our perception of others often says as much about us as it does about them

Awareness of Others

- Assume that disrespect is not intended
- Acknowledge the diversity of perspectives
- Demonstrate a willingness to explore the beliefs, values and logic of all
- Practice Platinum Rule vs. Golden Rule

Awareness of Organization

- Be familiar with and understand the reason for the organization's policies, practices and procedures
- Know the key players- who else in the organization needs to be made aware of concerns regarding inclusion and discriminatory behavior
- Be aware of the resources available to you (trainings, HR, etc...)

Engage - Act - Challenge

- You may not be able to change a person's attitude but you can influence behavior
- Practice the skill of inquiry to help you understand specific behaviors you observed ("Can you help me understand...?", "Did I hear/see...?")
- Address the behavior/s in a specific and timely manner
- Use "I" Statements
- Make sure your intent is in sync with your impact
- Encourage and support other people who are addressing discriminatory behavior

After Action

- Follow up at the organizational level
- Consider processing with the larger group as a way of ongoing learning. Use collaboration to determine what approach could be used in the future
- Revisit policies, practices, procedures and ongoing learning
- Recognize those who have addressed discriminatory behavior