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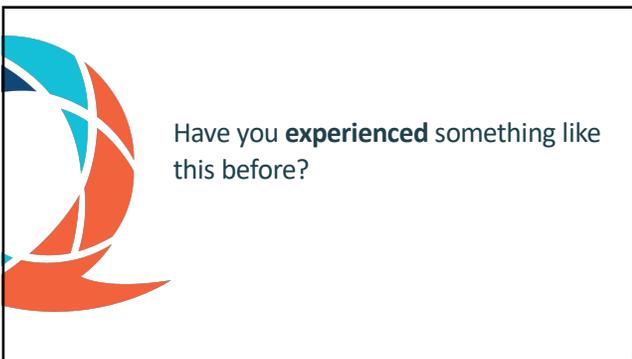
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Have you worried that you've **said** something like this before?

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Do you feel like you could have a **productive conversation** about these kinds of interactions at work?

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Session Goals

- ✓ Unpack interactions like these.
- ✓ Gain deep understanding and some language for talking about them.
- ✓ Review guidelines for speaking up in safer and more productive ways.
- ✓ Look ahead to the cultural benefits of interrupting these interactions.
- ✓ Hear from business leaders about their experiences.

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Acknowledgement



Tiffany Jana, D.M.
They/them/their



Michael Baran, Ph.D.
He/him/his

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Author of *Unwilling, Not Unable* and *Unstoppable*
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**SUBTLE
ACTS OF
EXCLUSION**

How to Understand,
Identify, and Stop
Microaggressions

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What is INCLUSION and why does it matter?

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Inclusion happens when people feel...

-  they are fully able to contribute
-  their differences are valued
-  welcome, valued, respected, heard, understood, and supported

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Organizations with inclusive cultures are...

 2x more likely to meet or exceed financial targets	 6x more likely to be agile and innovative
 3x more likely to be high performing	 8x more likely to have better overall business outcomes

Bourke and Dillon, Deloitte 2018 The Diversity and Inclusion Revolution

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Exclusion can be:

- 1** Explicit
- 2** Passive
- 3** Subtle
- 4** Unintentional
- 5** Painful

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The brain responds to exclusion in the same way it registers pain.

 A chaotic/threat signal

- + **In the moment:**
 - + Impairs perceptual awareness
 - + Reduces mental clarity
 - + Impairs problem solving
 - + Reduces the ability to make effective decisions
- + When it happens **consistently**, it can cause mental and physical health problems.

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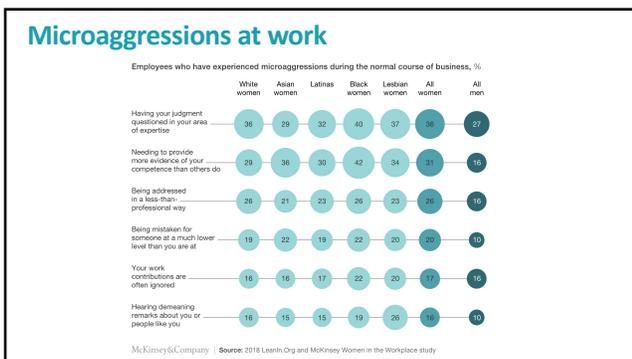


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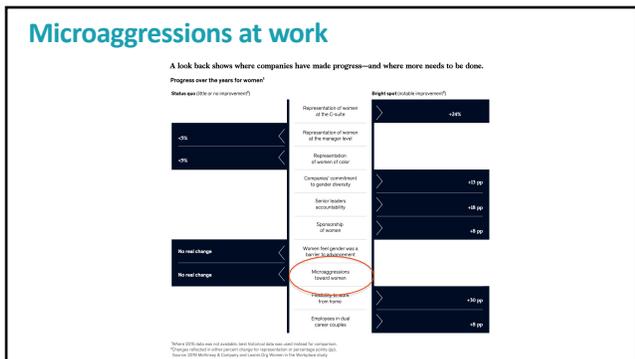
Have you heard of the term Microaggressions?

- **INTENTION:** to bond, to ask a question, to compliment, to “get it right”
- **IMPACT:** hurt, pain, exclusion, stress

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Reactions to Microaggression Training:

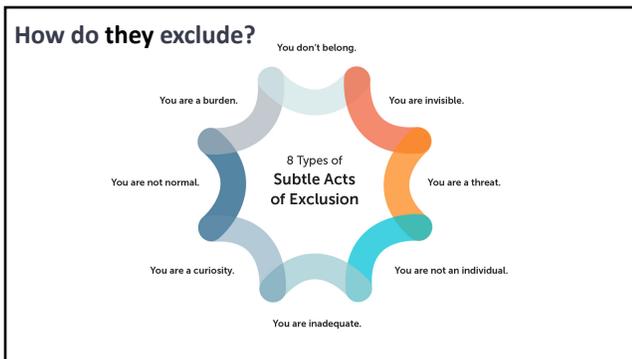
1. "I wasn't intending to be aggressive."
2. "It doesn't feel very micro when it is happening to me."
3. "If it's just a micro problem, why are we talking about it?"

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A more productive term: Subtle Acts of Exclusion (SAE)

- **SUBTLE:** They don't FEEL subtle when they happen to you, but the subtlety makes it so they keep happening.
- **ACTS:** They are things people say and do (not intentions).
- **EXCLUSION:** They create and perpetuate exclusion of people with marginalized identities.

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Why do these subtle acts of exclusion happen?

1. Lack of familiarity.
2. Lack of comfort.
3. Bias (conscious or unconscious).

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Why is it so important to identify SAE like this?

1. **Allyship:** It can help you recognize them when they happen, especially if they are not directed at you.
2. **Conversations:** It can provide a language to speak up productively about them.
3. **Uncovering Bias:** They present opportunities for self-reflection when unconscious biases are revealed.

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Speaking Up About SAE

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Fears of Addressing SAE

 Causing a conflict	 Not knowing the person well enough to say something
 Embarrassing someone or hurting their feelings	 Getting labeled “too sensitive” or getting stereotyped
 Thinking it’s “none of your business” if it’s not happening to you	 Saying something “wrong” in the process of speaking up

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Benefits of Addressing Subtle Acts of Exclusion

-  Increased feeling of inclusion for people with **marginalized identities** and everyone.
-  More **trust and authentic relationships** across difference.
-  More **collaboration** across teams and throughout the organization.
-  Improved **ability to give feedback** on other issues.
-  A **culture of interpersonal kindness, transparency, and accountability.**

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Start with SELF

- ✔ How am I reacting **physically and emotionally** to what I just witnessed or experienced?
- ✔ **What's the context?** Who is around? Where are we? What are we doing?
- ✔ Are there any **assumptions or hot-buttons** influencing me in this moment?
- ✔ What are the **backgrounds and perspectives** of those around? Are they different from mine?
- ✔ Am I **ready** for this conversation?

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Calling IN the Person, While Calling OUT Behavior and Words

Pause the Action	Assume Good Intent	Explore Together	Explain the Impact
"Hold on."	"I'm presuming you didn't mean anything bad by this."	"This just happened. Can we talk about it?"	"When you said that, it made me feel invisible."
"Can we pause?"	"I assume your intentions were good."	"Can we explore together how we use those words here?"	"That might make someone feel not normal."
"I don't even know yet why I'm feeling this, but can we discuss what was just said?"	"You may not even know why this would make me feel this way."	"Can I share with you why this matters to me?"	"Those words might make her feel like she doesn't belong here."

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Responding to Feedback

Gratitude	Understand Impact	Use the Opportunity to Grow	Follow Through (next day, next week)
"Thank you for speaking up."	"Can you tell me more about this?"	"It's important to me to learn from this experience."	"I thought about what you said..."
"I appreciate you sharing."	"Have you felt this before?"	After the interaction, self-reflect.	"Thanks for saying something. I know that's not easy."
"I am glad you said something."	[just listen]	After the interaction, do some research.	[sincere effort to do better]

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Benefits of Interrupting Subtle Acts of Exclusion

- ✓ Increased feeling of inclusion for people with **marginalized identities**.
- ✓ More **trust** among everyone.
- ✓ More **collaboration** across teams and throughout the organization.
- ✓ Improved **ability to give feedback** on other issues.
- ✓ A **culture of interpersonal civility, transparency, and accountability**.

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Voices of Experience



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Thank you!

To learn more about SAE:

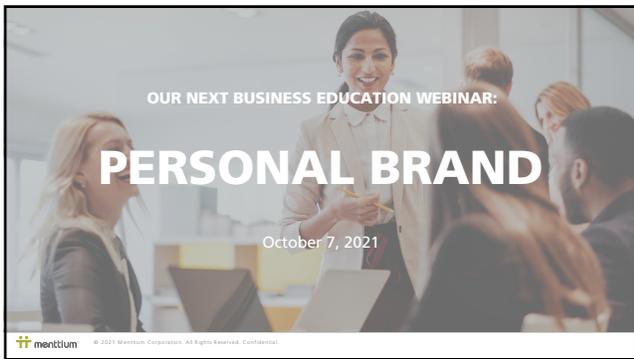
- **The book**
- **The keynotes and trainings**
- **The eLearning**

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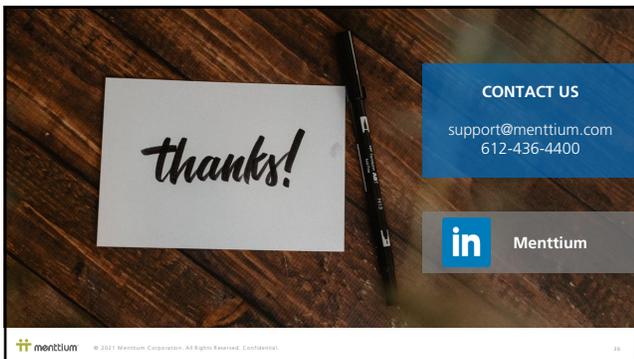
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