



Understanding & Seeking Differences

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South Carolina Human Affairs Commission

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Training Objectives

- SC Human Affairs Commission
- Identity Awareness
- Elements of Culture
- Equity
- Inclusion
- Implicit Bias & Explicit Bias
- Strategies to Address Bias

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South Carolina Human Affairs Commission

- We are a **Neutral, Fact-finding** administrative agency.
- Our services are **Free** of charge.
- **Case Resolutions:** Address discrimination through *intake, mediation, investigation, and public hearings.*

Fair Employment Practices Agency (FEPA)

Since 1975, the SC Human Affairs Commission has entered into a written contract (*work sharing agreement*) with the **U.S. EEOC** to investigate employment discrimination complaints.

If you file a charge with a FEPA, it will automatically be "dual-filed" with EEOC.



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Enforcement

(SCHAC)

- **South Carolina Human Affairs Commission**– Responsible for *enforcing the SC Human Affairs Law and investigating complaints* of workplace discrimination

(EEOC)

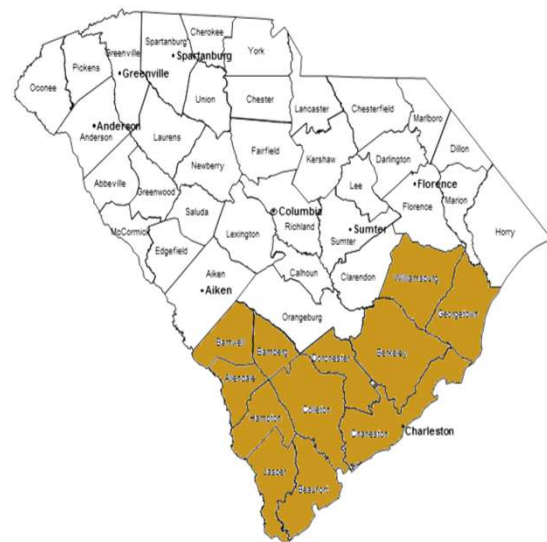
- **U.S. Equal Employment Opportunity Commission**– Responsible for *developing guidelines and overseeing compliance*.
- *Enforce compliance with anti-discrimination laws* such as the Civil Rights Act of 1964, the Age discrimination Act, and the Americans with Disabilities Act.

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SCHAC and EEOC Tips to Keep in Mind

South Carolina is divided between EEOC Districts:

- **Atlanta District Office** – Allendale, Bamberg, Barnwell, Beaufort, Berkeley, Charleston, Colleton, Dorchester, Georgetown, Hampton, Jasper, and Williamsburg
- **Charlotte District Office** – the other 34 counties



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Our Services

Employment Division: Investigate complaints of workplace discrimination.

Fair Housing Division: Investigate complaints of housing discrimination.

Community Relations Division: Investigates public accommodations complaints.

***Created to encourage local resolution of local problems and to foster better community relations throughout the State of South Carolina.*

Technical Services: Provides assistance to employers on the development of personnel policies and procedures to ensure EEO.

Legal Division: Represents SCHAC in administrative & judicial proceedings.

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South Carolina Laws Enforced by the SC Human Affairs Commission

South Carolina Human Affairs Law: *Prohibits Employment Discrimination* based on Race, Color, National Origin, Religion, Sex (including pregnancy, sexual orientation, and gender identity), age and disability.

South Carolina Fair Housing Law: This legislation *makes it illegal to discrimination in the sale, rental, or financing of housing* on the bases of: Race, Color, National Origin, Religion, Sex (including pregnancy, sexual orientation, and gender identity), familial status, and disability.

South Carolina Equal Enjoyment and Privileges to Public Accommodations: This legislation *provides that all persons shall be entitled to the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of any public place without discrimination or segregation* on the basis of race, color, religion, or national origin.

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Federal Laws Enforced by the SC Human Affairs Commission

- **Title VII of the 1964 Civil Rights Act** – Bans discrimination in employment because of race, color, religion, sex, or national origin.
- **Age Discrimination in Employment Act (ADEA)** – Makes unlawful employment discrimination because of age against anyone 40 years of age and older.
- **Pregnancy Discrimination Act** – Amends Title VII and states that employment discrimination is prohibited when based on pregnancy, childbirth, and related medical conditions.
- **The Americans with Disabilities Act, as amended (ADA)** – Prohibits employment discrimination against qualified individuals with disabilities in the private sector, and in state and local governments.

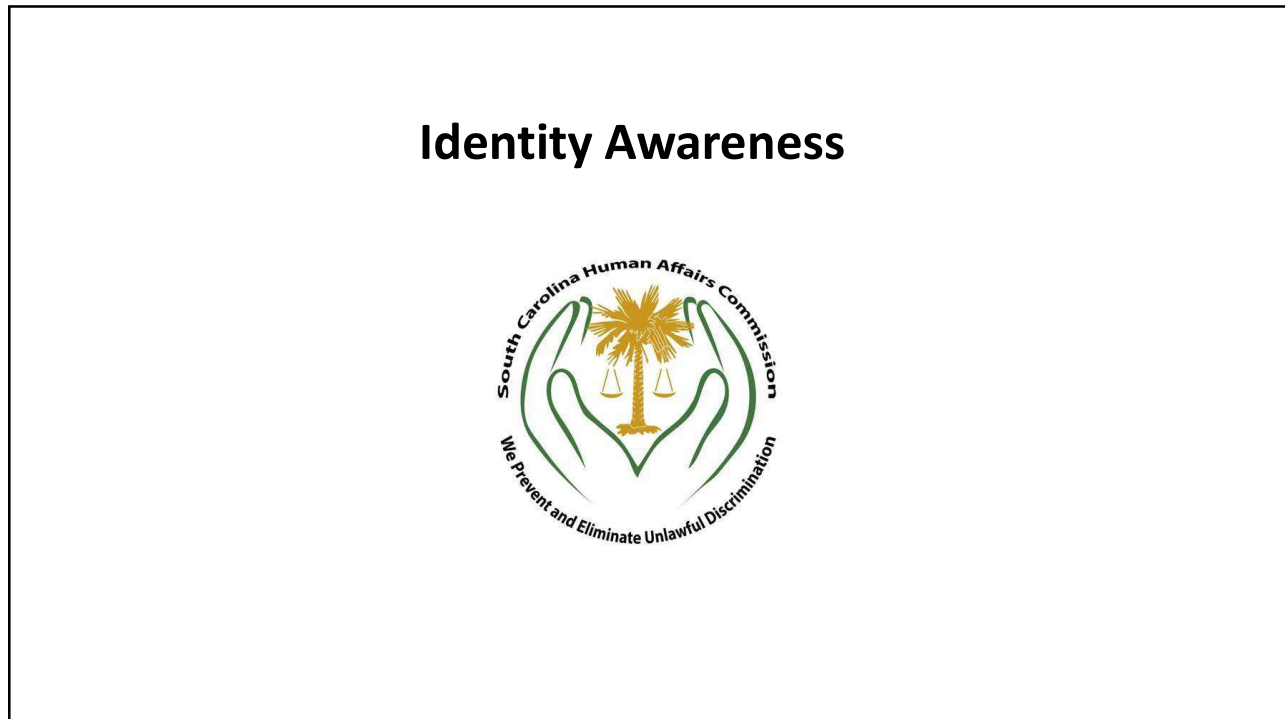
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To make systems more culturally responsive, community leaders need awareness and understanding of their personal cultures and values, as well as how those cultures and values impact their counties and communities.

The projection of personal cultures and values onto these environments an either engage or disengage the community members served by the county leaders.

Source: Helms & Cook, 1999

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**Do
You
Agree/
Disagree?**

To increase engagement, community leaders must seek not only to understand their own identities, but also to understand and validate the values of community members they serve.

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Community Identity

- There is never one unified community identity.
- There is often shared values and experiences that shape the behaviors of the individuals who live there.
- Connecting with community agencies and attending community events can give community leaders a better understanding of these experiences.

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Ideas (Community Identity)

- **Data for Equity: Who's living in your County?** Use data on a regular basis to problem solve and identify solutions that are efficient, effective, relevant and durable.
- **Outreach:** Have **specific outreach actions** to ensure two-way communication with community members.
- Have **procedures in place** to inform community members of and **actively engage them in volunteer opportunities** within the county.
- Actively **seek feedback** from community members regarding their perceptions of and suggestions for their county, at least annually.
- **Share information** with community members in **multiple languages and modes** of delivery (**Example:** written, audio, visual).

Source: PBIS Cultural Responsiveness Field Guide: Resources for trainers & coaches.

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Elements of Culture *Activity*



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Elements of Culture

Purpose - To engage participants in reflecting on their own *values and beliefs*.

Directions:

- Think about the values you grew up with for each element;
- Think about how those values have changed as you have grown;
- What values does your community/county model?
- How does your community values and your personal values differ?
- How might the difference create conflict?

****Discuss in small groups; then share with the larger group.**



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Diversity, Equity, and Inclusion

Diversity - all the ways in which people differ, including characteristics that make one individual or group different from another.

Equity - fair treatment, access, opportunity, and advancement for all people, while striving to identify and eliminate barriers that have prevented the full participation of some groups

Inclusion - creating environments where any individual or group feels welcomed, respected, supported, and valued to fully participate.

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Common Dimensions of Diversity

Age

Disability

Ethnicity/National origin

Family status

Gender identity and expression

Education

Language used

Economic status

Physical characteristics

Organizational function and level

Religion, belief and spirituality

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Definition: Diversity


Our definition also includes **diversity of thought**:

- Ideas
- Perspectives
- Values

We also recognize that individuals **affiliate with multiple identities**.

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Diversity refers to the **similarities** and **differences** among individuals, accounting **for all aspects of their personality** and **individual identity**.



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There are currently five generations in the workforce.

Each brings a different set of experiences that inform their diverse work philosophies.

It's important to understand those differences and learn to leverage them.

Supervisors must be deliberate in creating cross-generational teams and opportunities for collaboration.

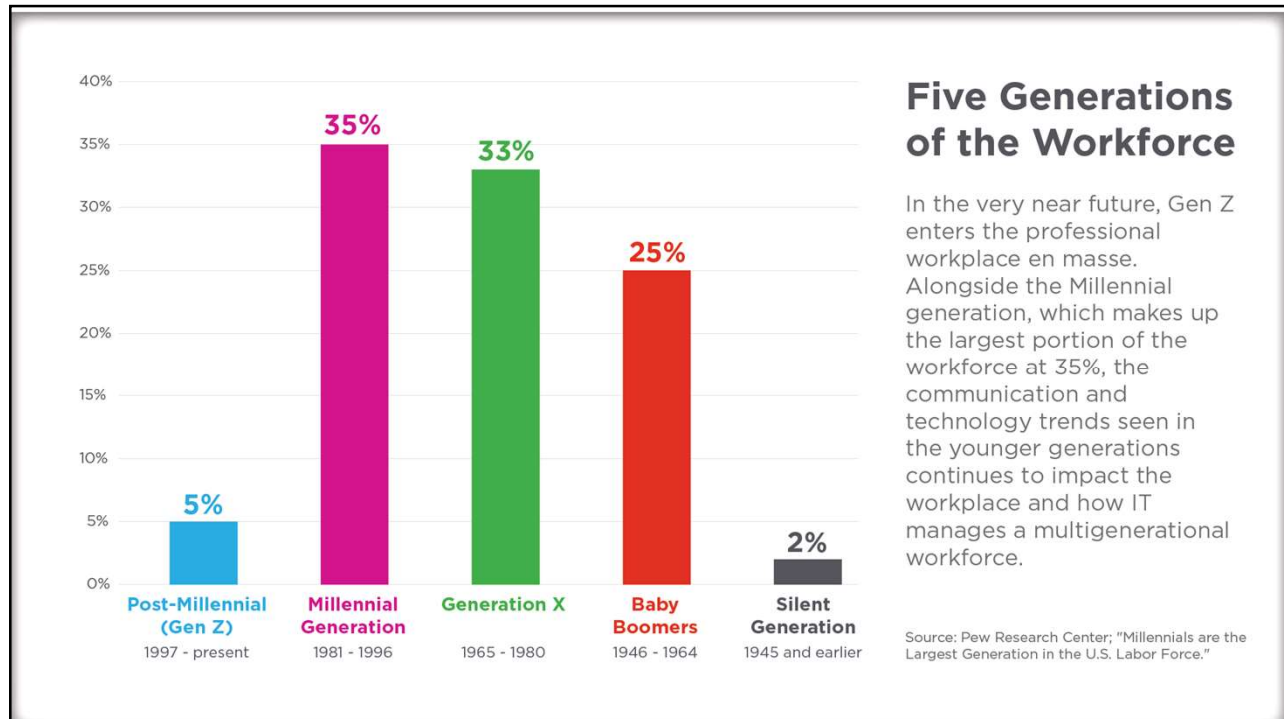


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5 Generations in the Workplace

- Traditionalists (born 1944 and before)
- Baby Boomers (1946 – 1964)
- Generation X (1965 – 1979)
- Generation Y or Millennials (1980 – 1995)
- Generation Z (1996 and after)

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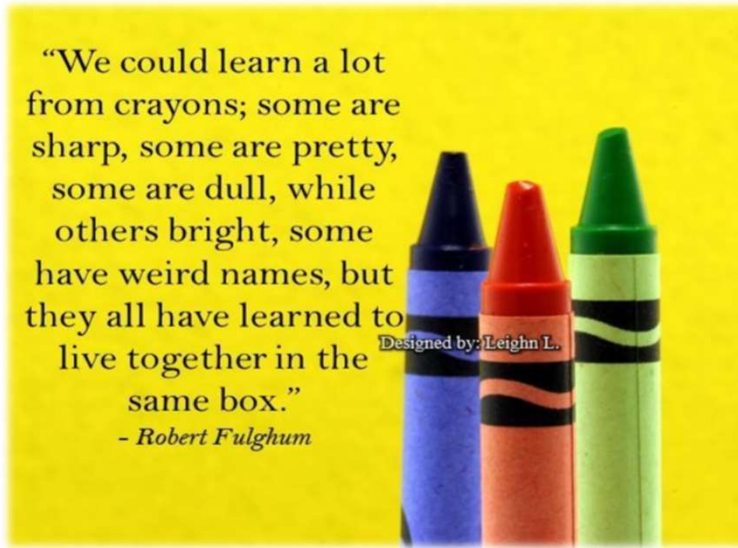
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Support and protect diversity by:

- Valuing individuals and groups free from prejudice.
- Fostering a climate of equity and mutual respect.

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Promoting Diversity, Equity, and Inclusion in the Workplace



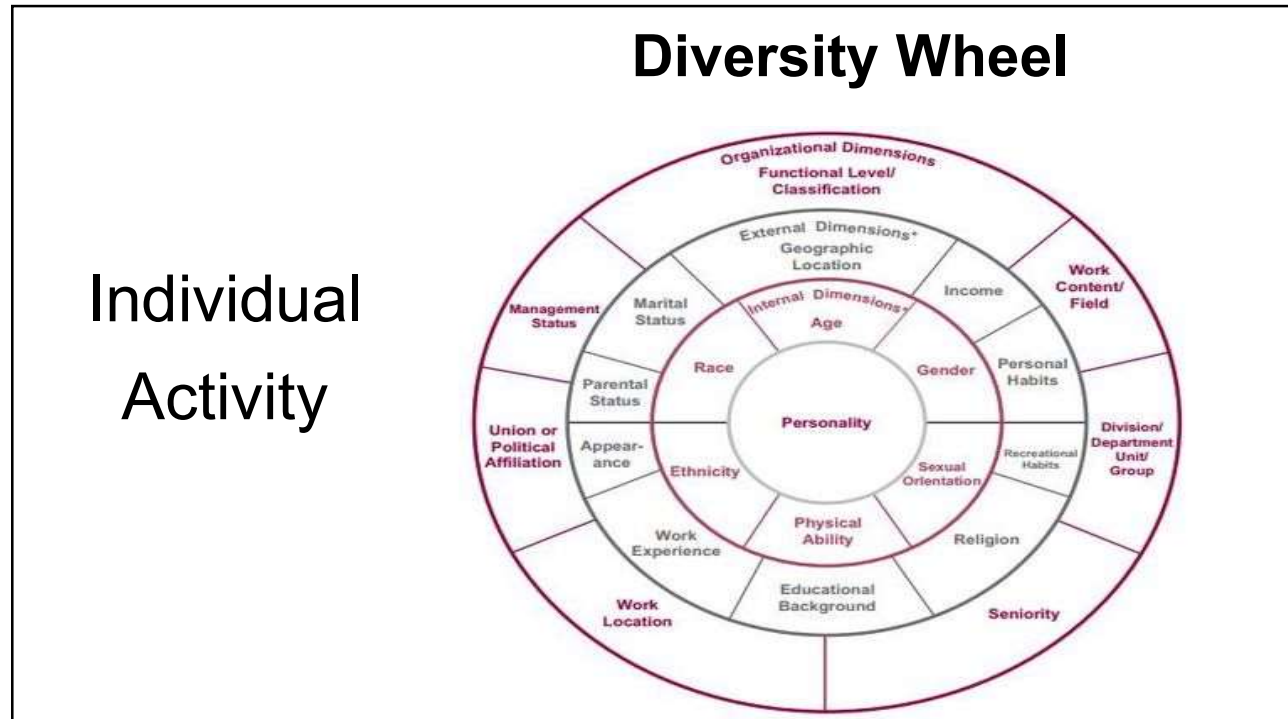
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Diversity Wheel



Goldminz, Itamar. "The 4 Layers of Diversity [Gardenswartz & Rowe]." *Medium*, Org Hacking, 17 Dec. 2019, medium.com/org-hacking/the-4-layers-of-diversity-gardenswartz-rowe-47013e42070f

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I've learned that people will forget what you said, people
will forget what you did, but people will never forget
how you made them feel.

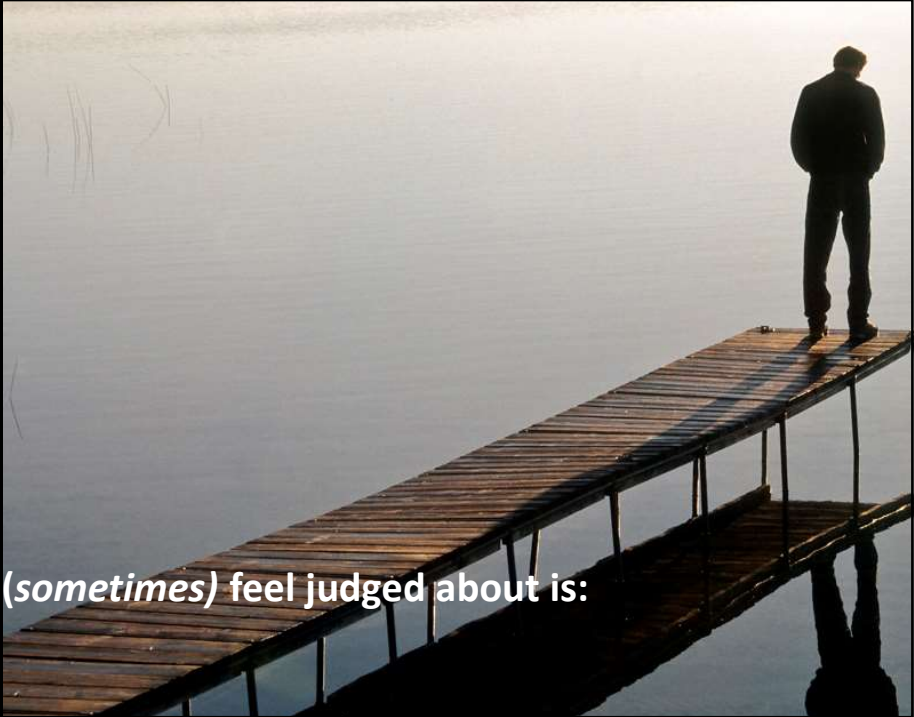
-Maya Angelou

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Moment of Reflection:

Activity

One thing which I (*sometimes*) feel judged about is:

A photograph of a person standing on a long wooden pier that extends into a calm body of water. The person is silhouetted against the light, and their reflection is visible in the still water. The sky is a pale, hazy color, suggesting a misty or early morning atmosphere.

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A magnifying glass with a black handle and a silver rim is positioned on a solid yellow background. The word "Equity" is written in a large, bold, black sans-serif font in the lower-left quadrant of the image. The magnifying glass is angled towards the bottom right, and its lens is slightly out of focus.

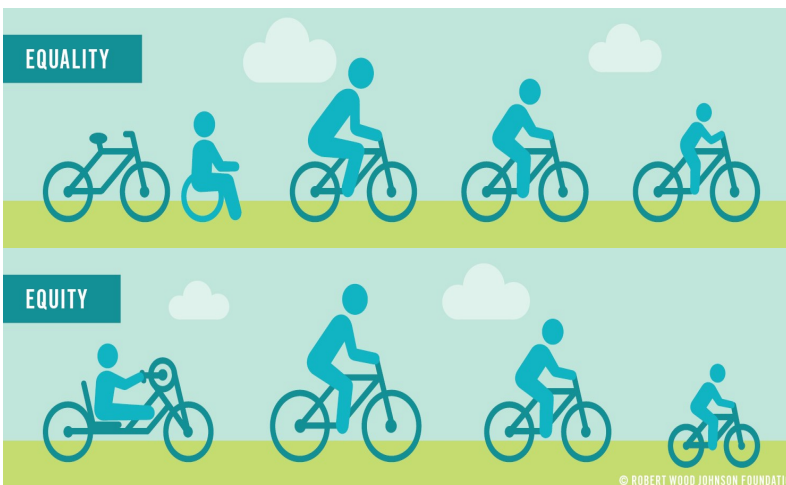
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Definition: Equity

Equity is defined as the state, quality or ideal of being just, impartial and fair.

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Equality vs. Equity



Equality is giving everyone the same bike.

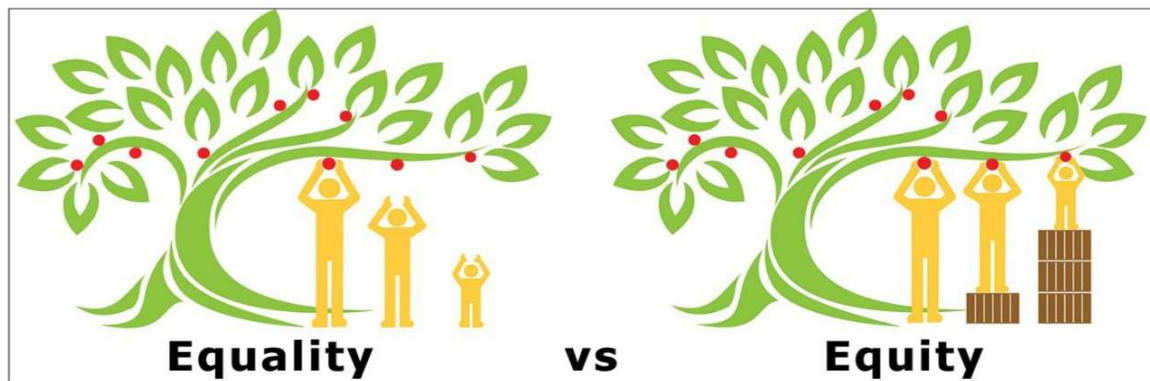
Equity is giving everyone a bike that meets their needs so they can ride the bike.

(Well-Ahead Louisiana)

<https://culturalorganizing.org/the-problem-with-that-equity-vs-equality-graphic/>

Source: <https://wellaheadla.com/prevention/tobacco/louisiana-legislation/>

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Equity vs. Equality

- **Equity** involves trying to understand and give people what they need to enjoy full, healthy lives.
- **Equality**, in contrast, aims to ensure that everyone gets the same things in order to enjoy full, healthy lives.
- Like equity, equality aims to promote fairness and justice, but **it can only work if everyone starts from the same place and needs the same things.**

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Inclusion



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Definition: Inclusion

Inclusion involves a true sense of belonging.

*Diversity is a fact.
Equity is a choice.
Inclusion is an action.
Belonging is an outcome.*
--Arthur Chan

Inclusion is the *action or state of including or of being included* within a group or structure.

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INCLUSION

"Diversity is being invited to the party."

"Inclusion is being asked to dance."

—Vernā Myers



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How Inclusive Are You?

Inclusion describes the extent to which each person in an organization feels:

- Welcomed
- Respected
- Supported
- Valued as a team member



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Inclusive Environments:

Organizational Approach to Inclusion

Framework for Organizational Inclusion

Creating a framework for inclusion begins with the organization's culture.

- *Demonstrate a desire to seek diverse perspectives at all levels.*
- *Find unique skills of each individual.*
- *Foster an atmosphere of flexibility and learning.*
- *Inclusion is two-way accountability practice; each person must grant and accept inclusion from others.*

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Inclusion in Your Workplace/Community

Group Activity:

Instructions:

Work in small groups.

List at least 3 strategies (activities or behaviors) community leaders can do to be more inclusive?

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Implicit Bias & Explicit Bias



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Definition: Bias

A **preference** or **inclination** for or against an individual or group that interferes with impartial judgement.

Explicit Bias

- **Attitudes, ideas, and beliefs** that we have about a person or group on a conscious level.
- Examples of explicit bias can be **discrimination, hate speech, racism, sexism, and ageism.**

Can you think of any that are missing?

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Implicit Bias

Attitudes, ideas, and beliefs that affect our:

- Decisions
- Actions, and
- Understanding without our conscious knowledge.
- **Difficult to identify**
- **Thought and feelings are *implicit* if we are unaware of them**

We All Have it – Why?

Source: Unconscious (Implicit) Bias and Health Disparities: Where Do We Go from Here?

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Example of Implicit Bias

When conductors were placed behind a screen when interviewing, the percentage of female new hires for orchestral jobs increased 25% – 46%.



**High Heels, Violins
and a Warning**



Race Forward and Center for Social Inclusion

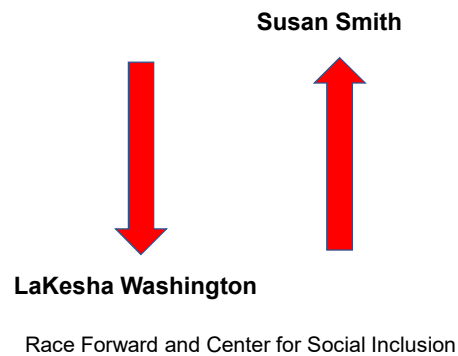
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Example of Implicit Bias

Job search

Identical resumes ... Different names

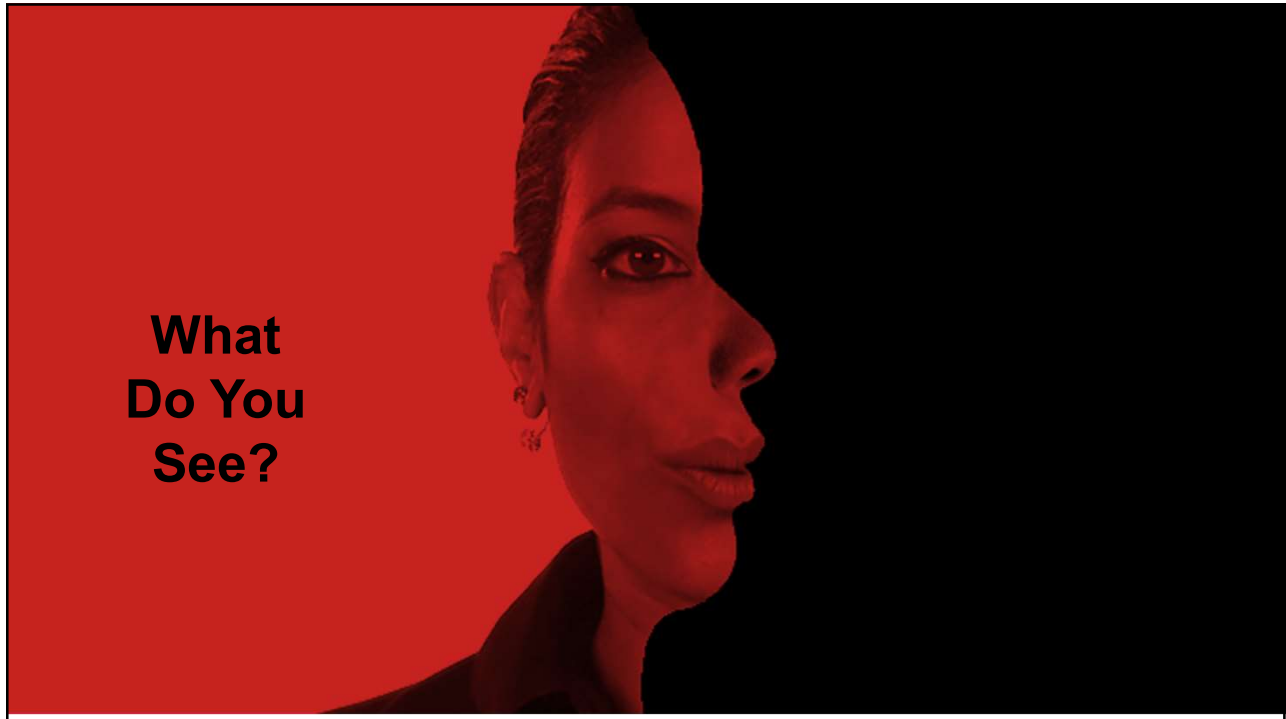
One of the applicants received
50% less callbacks



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What to do with bias?



Don't Suppress bias

Don't Deny bias

**Acknowledge and Challenge Biases
to find Solutions**

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Strategies to Address Bias

- ❑ **Broaden Your Perspective** : Look beyond personal viewpoint to consider how someone else may think or feel about something.
- ❑ **Education**: Understand what implicit biases are, how they present in various environments, and how to recognize them in yourself and others are necessary and progressive steps in overcoming biases.
- ❑ **Challenge Bias in the Moment**: Challenge bias when it occurs. Be curious and ask questions. Don't rely on assumptions.

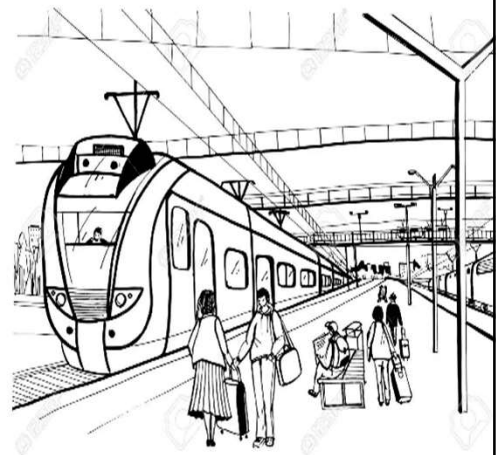
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Strangers On A Train Activity

A three-hour journey

Only 6 available seats are left on this train.

1. Please read the short descriptions of the passengers occupying these seats.
2. Choose who you would like to sit next to on this crowded train.



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Understanding Your Own Attitudes & Bias

- **Note Your Own Areas of Discomfort:**
 - How do you feel when you encounter differences in race, color, national origin, religion, sexual orientation, language, ethnicity, etc?
 - Why do you feel that way?
- **Acknowledge Uncomfortable Feelings:**
 - Move to a place of new understanding.
 - Initiate a plan to confront and manage these feelings consistently.
 - Try to connect with the real people in front of you.
- **Accept Ambiguity (*two or more possible ways of doing things*)**
 - Respond only when you have a real understanding of what the other person is saying or thinking.

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Interaction Tips

When interacting with coworkers, customers, community members, etc.

- Be aware of triggers in yourself and others.
- Remember that you are likely to favor people who are like you.
- Do not make assumptions about individuals.
- Be aware of your body language as well as your verbal language.
- Base decisions on facts and information rather than “gut instinct.”

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Implicit Association Test

Created by researchers from Harvard University, University of Washington, and the University of Virginia who are interested in unconscious bias with a goal to educate the public about hidden biases by providing a **virtual laboratory** for collecting online data.

The Implicit Association Test (IAT) **measures attitudes and beliefs that people may be unwilling or unable to report**. The IAT may be especially interesting if it shows that you have an implicit attitude that you did not know about.

<https://implicit.harvard.edu/implicit/takeatest.html>

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Share our similarities,
Celebrate our differences.
--M. Scott Peck

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D.E.I.

Diversity is where everyone is invited to the party.

Equity means that everyone gets to contribute to the playlist.

Inclusion means that everyone has the opportunity to dance.



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Assessment & Reflection

Was anything unexpected or surprising about today's training? What was that like for you?

What do you understand better about yourself as a result of this training?

Did anyone offer an insight that you wouldn't have come to on your own?

In what way did this experience of examining your own implicit biases through participatory activities reinforce your values, beliefs, or attitudes?

Is there anything else anyone would like to share?

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Thank You!

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