



Diversity Today

Being More Inclusive Tomorrow

For

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HR at the Turning Point: A Professional Rejuvenation

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About Mauricio

Mauricio Velásquez is the President and CEO of The Diversity Training Group (DTG) in Herndon, VA. Mauricio serves as a diversity strategy consultant, diversity trainer, sexual harassment prevention trainer, executive coach, mentoring trainer, and expert witness. Mauricio holds a BA (Economics, Psychology double major) from UVA and an MBA from GWU.

DTG's client include particular schools, school systems, charter schools, public and private schools, colleges and universities. Mauricio and his firm have partnered with the NEA and NPTA for years. Mauricio conducted two national webinars for NPTA and recently conducted Minority Leadership Training in select cities and is also working with NPTA Board.

Mauricio recently spoke at two PA statewide conferences (SPAC most recently) where Mauricio is now working with several PA school systems.

Mauricio has trained more than a half million participants in every state but North Dakota. With recent work in Cuba, Italy, Spain, Guam (United States Navy) work and life has taken Mauricio to over 75 countries.

Mauricio has three kids – Ethan (15), Elise (13), and Maya (10) and he is active in their school parent teacher organization.



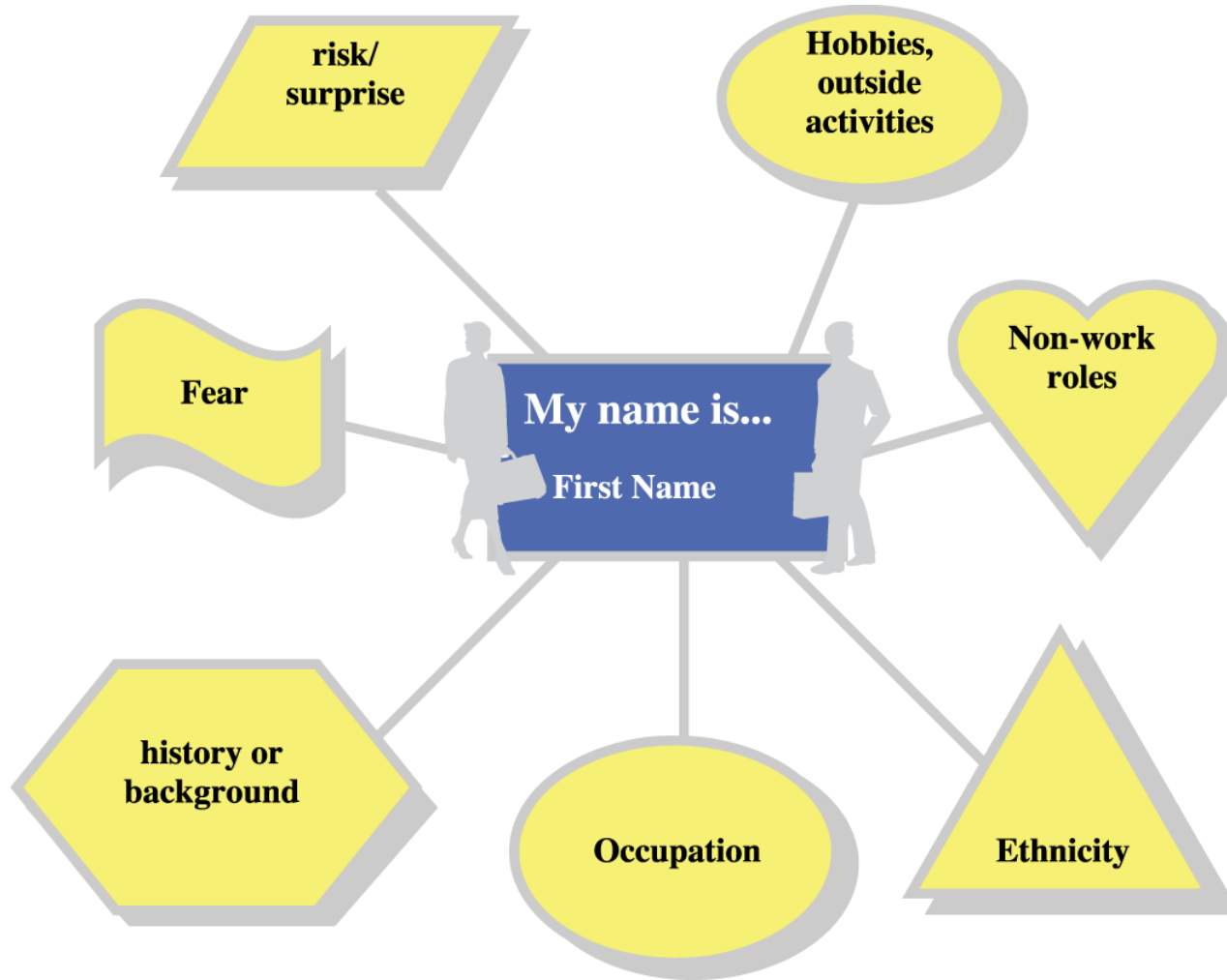


Mauricio' s Diversity / Cultural Web

Rules For This Technique:

- ★ You choose five things minimum that are important to you
- ★ Five things that define you, differentiate you
- ★ Three must be pictures, not words
- ★ One must be a surprise, fear – something we don' t know from looking at you (why? To create safety in your class)
- ★ Tips: Family, background, hobbies, interests, travel, religion (carefully)

Diversity or Cultural Web





A Workshop On...

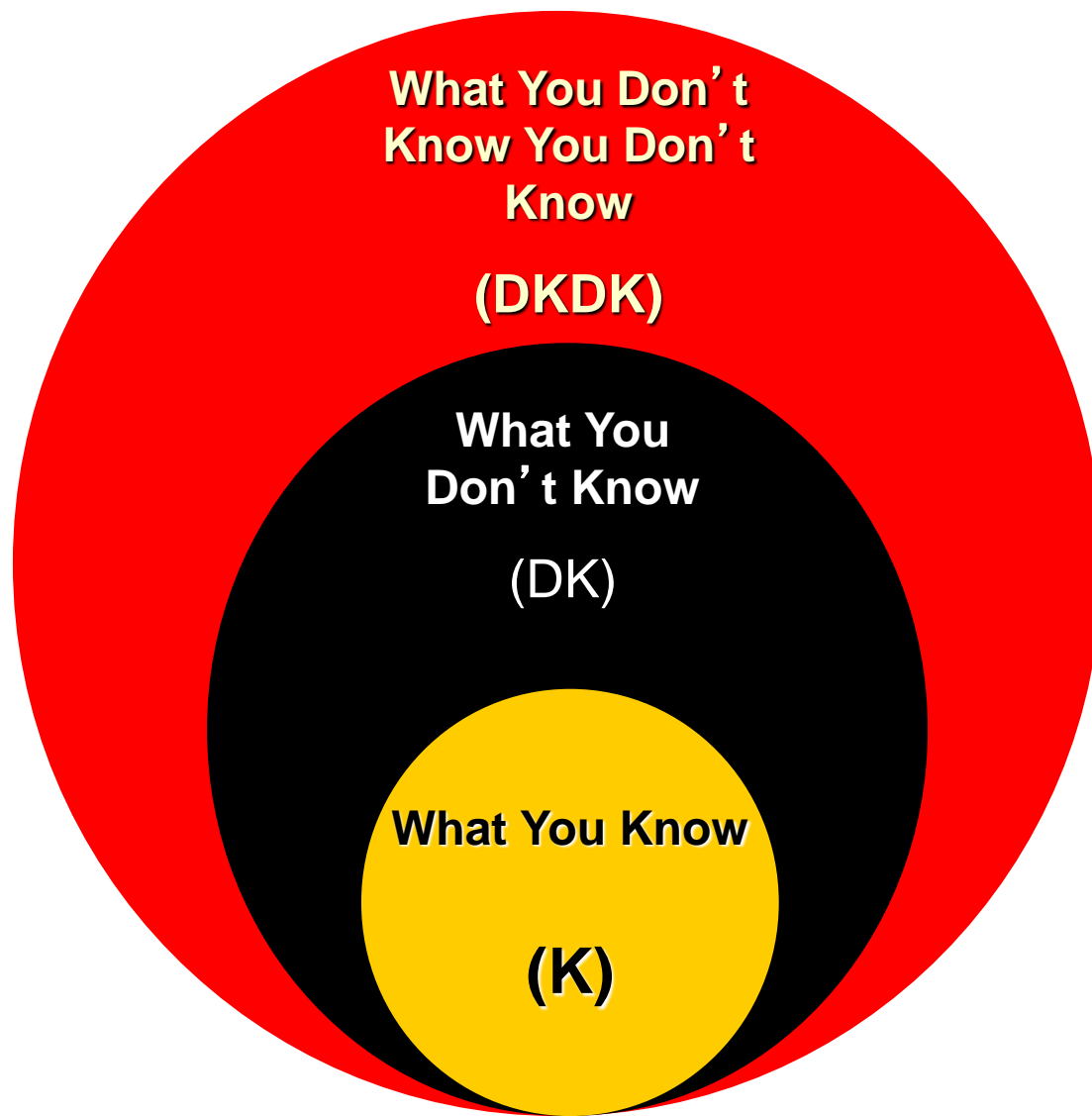
- ✳ **Respect / Professionalism / Trust / Treatment**
- ✳ **Human Relations / Interpersonal Communications**
- ✳ **Bias / Prejudice**
- ✳ **Leadership**
- ✳ **Current Events**
- ✳ **Parenting**



My Mission Today

- ✳ **Provoke Thought**
- ✳ **Facilitate Discussion & Learning**
- ✳ **Surprise You**
- ✳ **Entertain You**
- ✳ **Add Value**
- ✳ **Provide Subject Matter Expertise**

Opening Remarks





We all mean well but...

Intent

(What you meant to say)

vs.

Impact

(What you actually said)

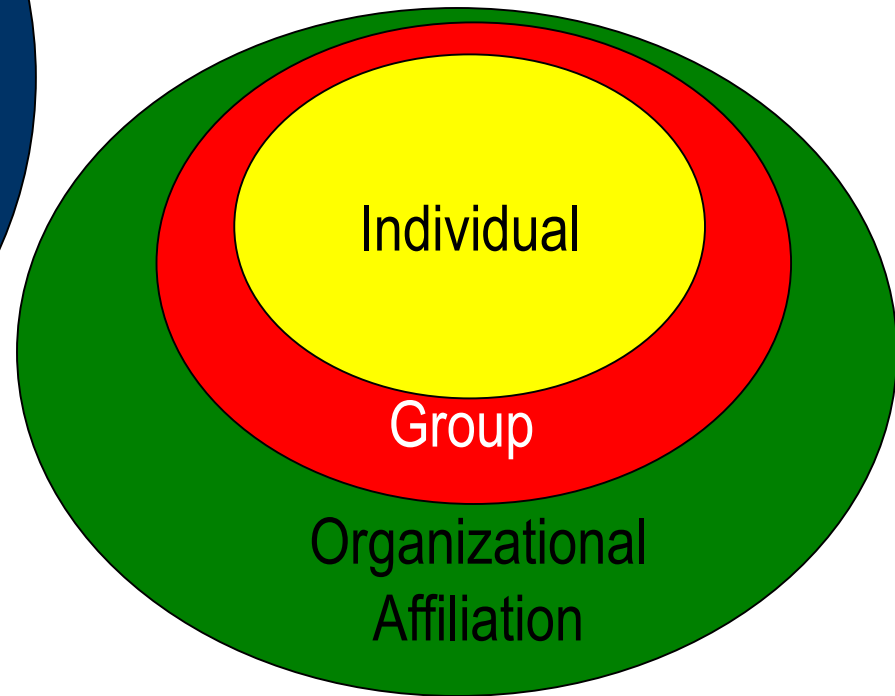
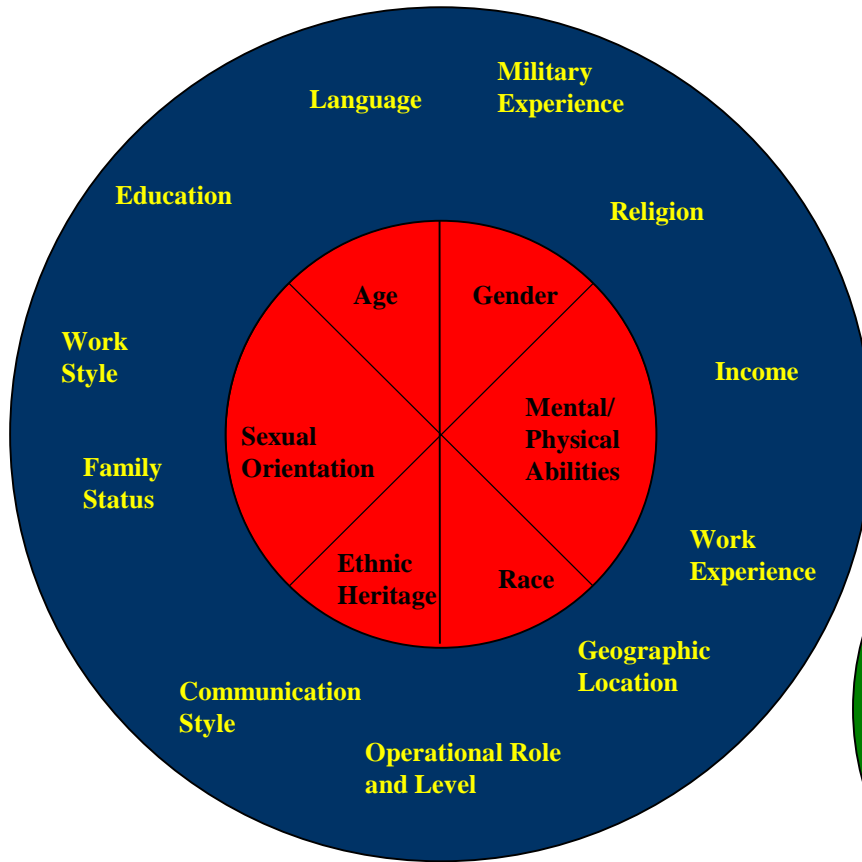


Diversity...

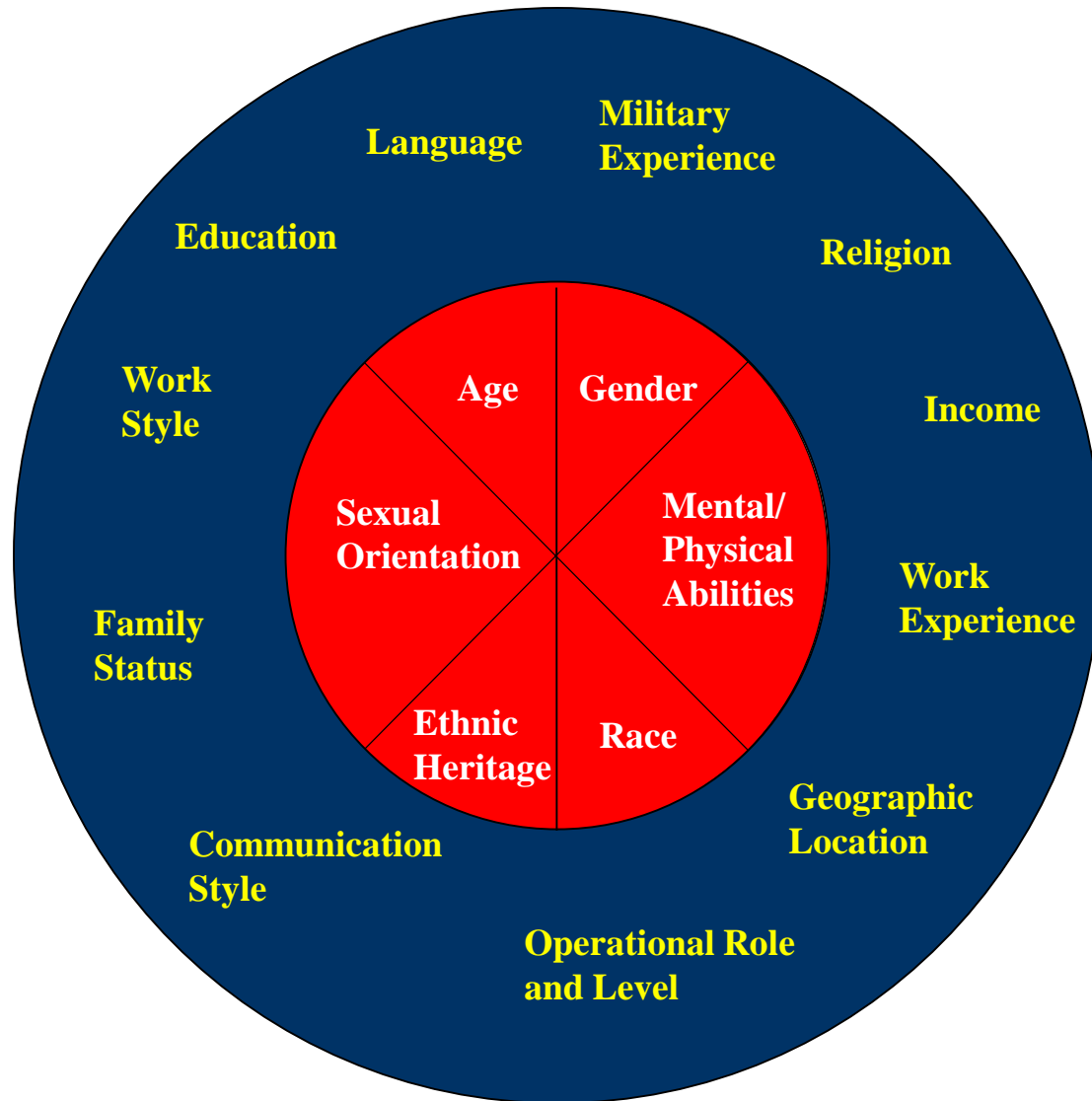
- ★ **What differences exist in our student ranks?**
- ★ **What differences exist in our parent ranks?**
- ★ **What differences exist in our teacher and administrative ranks?**

You see we need a common framework from which to look at diversity, diversity issues, and address them.

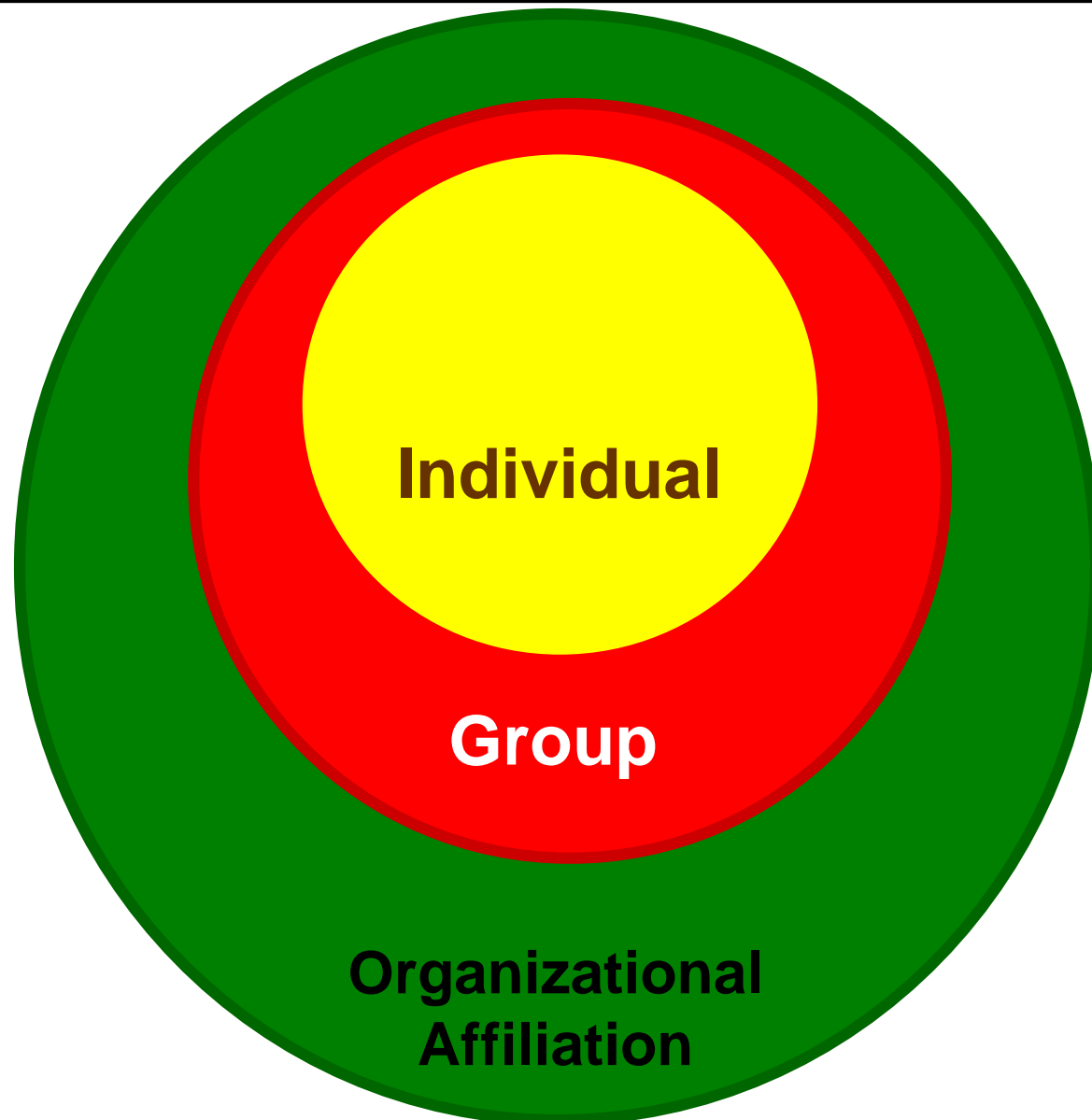
Dimensions of Diversity



Dimensions of Diversity



Dimensions of Diversity





Let's Put the Models to the Test

“The Lunch Date”

★ Adam Davidson

★ Screen Writer/Director

★ This was his thesis to get his degree in film from AFI – American Film Institute, New York City

★ Won many awards

★ Filmed in 1990

TO BE INCLUSIVE



To include



To welcome



To make
comfortable



To “tap this
diversity” –
untapped
potential
Performance
Improves!





I suggest to you....

**“Before You Can Understand
‘Others’ – You Must
Understand Yourself First”**

- M. V.

(one of the themes of my work)



The Winning Balance

So where do I stand? Where am I with respect to this topic? Respond to the questions below based on your behaviors.

	How often do I...	Rarely	Sometimes	Usually	Mostly
1.	Challenge others privately when they make racially, ethnically, or sexually offensive comments?	1	2	3	4
2.	Challenge others publicly when they are making fun of others because of their race, gender, ethnic background, religion, appearance, disability, or sexual orientation?	1	2	3	4
3.	Think about the impact of my comments and actions before I speak?	1	2	3	4
4.	Refuse to tell jokes that are derogatory to any group, culture, or sex?	1	2	3	4
5.	Refrain from repeating statements or rumors that reinforce prejudice or bias?	1	2	3	4
6.	Avoid generalizing the behaviors or attitudes of one individual to an entire group (e.g.: “All blacks are...,” “All disabled people are...,” “All men are...,”)?	1	2	3	4



The Winning Balance (cont.)

	How often do I...	Rarely	Sometimes	Usually	Mostly
7.	Accept that I am a biased person and understand that there will be times when my biases will come out in my actions or words?	1	2	3	4
8.	Avoid using language that reinforces negative stereotypes (e.g.: “You’re acting like a pack of wild Indians,” “Jew them down,” “White of you,” “I’ll get my girl to do it”)?	1	2	3	4
9.	Learn about people of different races and groups (through reading, attending voluntary seminars, watching television specials, listening to speakers)?	1	2	3	4
10.	Get to know people of different races and groups and individuals (make the first effort to talk to them, invite them to socialize)?	1	2	3	4
11.	Support and take responsibility for helping my organization meet EEO/AA guidelines?	1	2	3	4
12.	Value people who are different from me as resources because of their unique skills, abilities, perspectives, and approaches?	1	2	3	4



The Winning Balance (cont.)

How often do I...	Rarely	Sometimes	Usually	Mostly
13. Work to change policies that disregard different cultural beliefs or religious holidays?	1	2	3	4
14. Challenge the notion that individuals need to act or look a certain way to be successful or valuable to the organization?	1	2	3	4
15. Forgive people who make biased statements about me or others and allow them to regain my trust and respect?	1	2	3	4
16. Include and invite people different from myself into the decision-making process?	1	2	3	4
17. Provide timely and honest feedback to others, including those different from myself, even if it feels risky?	1	2	3	4



The Winning Balance (cont.)

How often do I...	Rarely	Sometimes	Usually	Mostly
18. Share the formal and informal rules of my group with those different from myself?	1	2	3	4
19. Disregard physical characteristics (disability, attractiveness, height, weight, dress, etc.) when interacting with others and making decisions about their ability?	1	2	3	4
20. Support organizational policies regarding equal treatment by confronting people who violate those policies and reporting them if necessary?	1	2	3	4

Used with permission of Bureau of National Affairs, *The Winning Balance*.



What Your Scores Tell You

0 - 20 Naive

Acts with no knowledge or awareness of biases and prejudice and their impact on others. What they don't know they don't know. This person has no clue as to the impact of their actions on others.

21 - 40 Perpetuator

Aware of biases and prejudices, but continues behaviors and actions that reinforce and support stereotypes and intolerance. This person is aware of the impact of their actions on others, but continues with such behaviors nevertheless, "You can't teach an old dog new tricks."

41 - 59 Avoider

Aware of biases and prejudices, but makes a conscious choice to ignore inappropriate behavior or withdraw from it. This person would rather turn and walk away than understand and address inappropriate behaviors or that bias that can appear or be misinterpreted as support. "If you are not part of the solution, you are part of the problem."



What Your Scores Tell You

60 - 75 IWE Change Agent

Acts as a role model. Takes action when appropriate and addresses behaviors when important. IWE Change Agent will take risks and use the many tools available to him/her. IWE Change Agent will take peers aside and provide feedback and coaching with the intent to improve work relationships and personal productivity.

76 - 80 Fighter

Attacks all actions and confronts all behaviors. Always on the lookout for injustice but is often too confrontational, sometimes in public settings. Although a very important role, too often these individuals are labeled as “troublemakers.” If you have this energy, this fervor, please consider the change agent approach to problem-solving and inclusivity.



What is a CHANGE AGENT?

- ✳ **A change agent addresses issues/problems/opportunities and does not ignore them**



As Advocates / Change Agents

- ★ We engage, address negative behaviors**
- ★ We lead by example**
- ★ We are ever vigilant, ever mindful of “collars”**
- ★ We are coaches (give each other feedback)**
- ★ We must give straightforward and honest feedback**
- ★ We always keep our mission first in our mind**
- ★ We employ skill, tact, direction**



2 Kinds of Behaviors

PREFERS

- Promote respect
- Diversity friendly
- Promote mission
- Inclusive of difference
- We want to see (+)
- **INCLUSIVE - Include**

NEVERS

- Disrespect
- Bias/prejudice
- Undermine mission
- Exclusive of difference
- We don't want to see (-)
- **EXCLUSIVE - Exclude**

Using Communication to Solve Problems

Step

Action

Example



Identify and agree on the problem (consensus) Ask the right questions.

- ★ Ask for the facts
- ★ Verify the information
- ★ Decide what else you need to know

- ★ “Help me understand exactly”
- ★ “Let me make sure this is recorded correctly”
- ★ “I will be able to help you better if I know...”



Conduct problem-cause analysis to identify a specific problem and its cause

- ★ Restate the problem in simple terms
- ★ Get agreement on the problem and its importance/impact

- ★ “So, the basic issue is...”
- ★ “It seems we agree it is important to fix this because...”



Identify solutions/alternatives

- ★ Ask what can be done to solve the problem
- ★ Suggest other options for consideration
- ★ Tell them what you can do

- ★ “What ideas do you have on how this can be fixed?”
- ★ “In similar situations we have..”
- ★ “I really wish we could do exactly what you suggested. However, according to..., we must...”



Using Communication to Solve Problems

Step

Action

Example



Implement solutions/take action with the help of the customer

- ☀ Ask for their cooperation
- ☀ Tell them what you will do
- ☀ Suggest how they can help, now and the next time

- ☀ “I’ll need your help to...”
- ☀ “Here is what I can do...”
- ☀ “To get this resolved quickly, I’ll need you to..., and if this should happen again, please...”



End with an agreement and a thank you. Monitor and follow up on the situation

- ☀ Summarize what will be done, and by whom
- ☀ Thank the customer for cooperation and help
- ☀ Promise to follow up to ensure the solution really worked

- ☀ “Can I assume that we agree on...?”
- ☀ “Thank you for being so cooperative in helping us to solve this problem.”
- ☀ “I will call you in a week to be sure the situation is resolved.”



Don't forget to Action Plan

- ★ **What are you going to do with what you learned today?**
- ★ **What specific actions will you take?**
- ★ **Write it down or you will forget!**
- ★ **I am interested in your Commitment, Not Wishes or Promises – we often do not get to those**



**Thank You
&
Evaluations**



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