



Welcome to the 21st Annual NW Diversity Learning Series!

Series Theme

When Systems Collide: Be a Pillar for Inclusion and Care



**DIVERSITY
LEARNING
SERIES**

*Engage
Educate
Motivate*



ISDI
INSTITUTE FOR SUSTAINABLE
DIVERSITY & INCLUSION

Today's Session



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Presenters: Fleur Larsen and Andrea Paull

Communicating in Polarizing Times – Words Matter
Session 6, November 12, 2019

Words Matter: Communicating in Polarizing Times

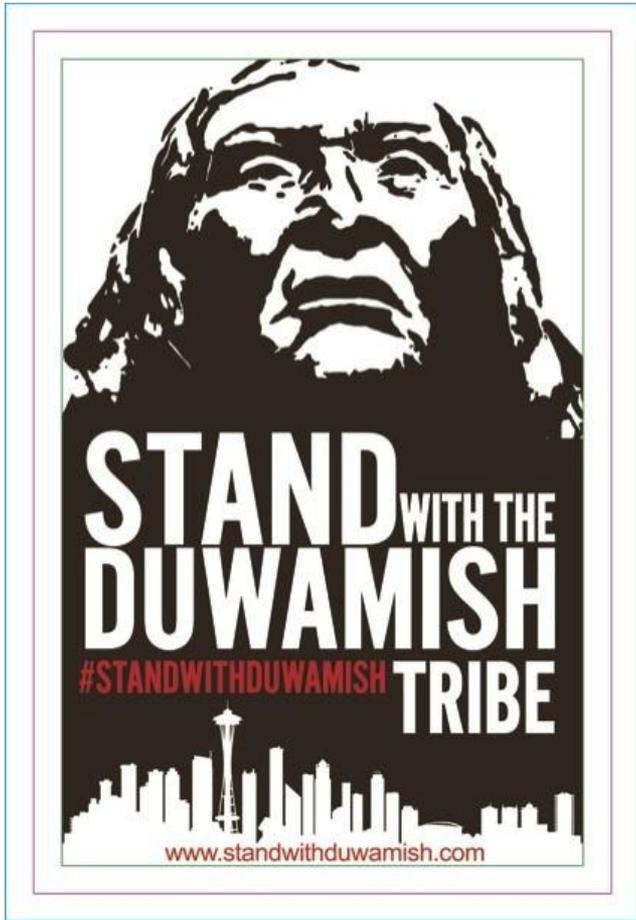
Fleur Larsen and Andrea Paull
NW Diversity Learning Series
November 12, 2019

Objectives

1. Increase awareness of personal, professional, cultural and regional communication norms
2. Learn how conflict and communication styles affect creating inclusive cultures
3. Recognize and name power dynamics that inhibit inclusive communication
4. Identify how bias is being transmitted in company communication and causing harm

We are on Native Land

- This is land that was stolen from the Duwamish People
- Currently the Duwamish are fighting to be Federally recognized
- Want to support visit: duwamishtribe.org for more info
- Native-land.ca



hello



About Us

Fleur Larsen started facilitating 20 years ago on challenge course programs with youth and adults. Her style is based on sharp analysis, flexible thinking, joy, and purposeful results. Her work is relationship-based with connection, collaboration, and community as integral elements to reach goals.

Currently, she works with several corporate and nonprofit groups facilitating retreats, trainings and workshops in addition to one-on-one coaching.

Fleur's work as a facilitator is focused on equity, social justice, diversity and inclusion, team building, emotional intelligence, experiential education and community development.



About Us

Andrea Paull, M.Ed., has been facilitating workshops centered on racial equity, building cultural capacity and transformation for the past 12 years, and has dedicated her life to supporting leaders who are committed to creating extraordinary results towards an equitable world. She has worked with Seattle University, United Way, Forum for Theological Exploration, Everett Community College, YMCAs of Snohomish County, and Treehouse, among others.

Andrea currently works at a local school district after serving 10 years in higher education, and previously worked in the banking and real estate industries. She earned her Bachelor's degree in Economics from the University of Washington, Seattle, and her Master's in Education from Western Governors University.

Andrea is a Filipina immigrant currently residing in Bothell with her husband, Terry, and two children, Elena and Christian.



Our Themes

Curiosity

Connection

Community



Shared Vocab

Shared terminology

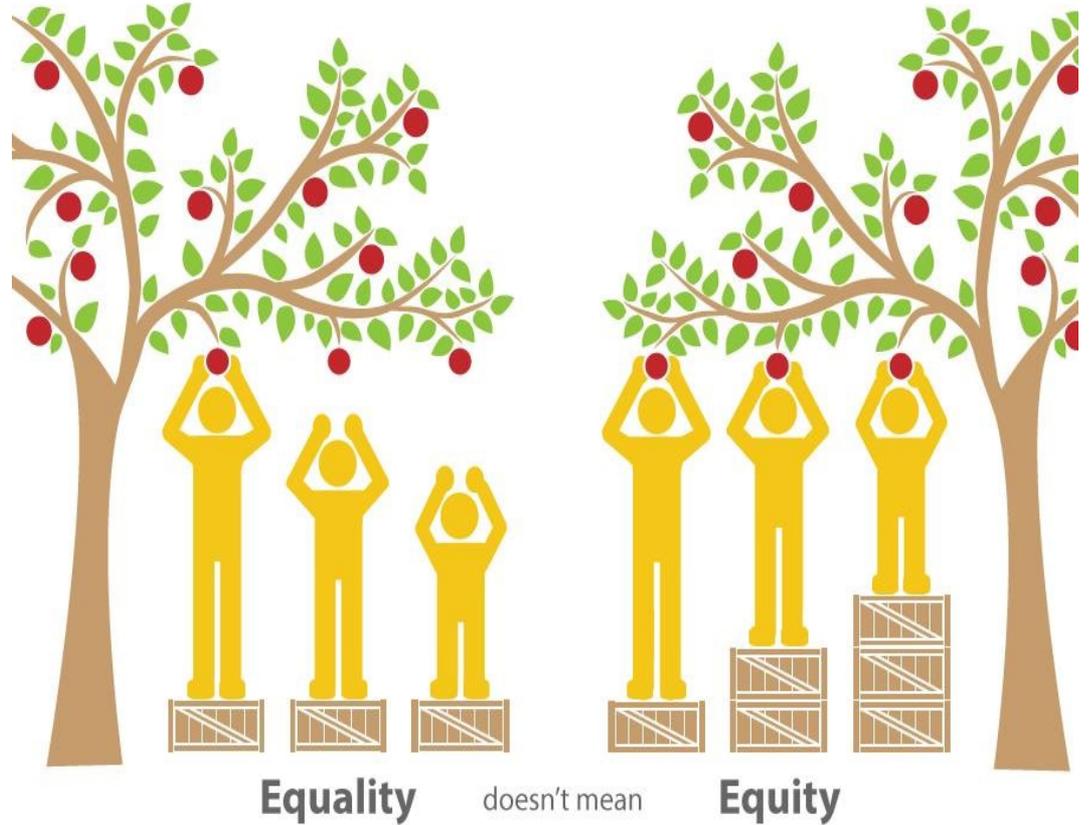
Please pick 2 words from the list provided to you:

- 1 that is new, interesting or confusing
- 1 that resonates with your work



Equity

*A state,
quality or
ideal
of being fair
and just.*



Equality



Equity



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DIVERSITY

of people,
perspectives



EQUITY

in policy, practice
& position



INCLUSION

via power, voice &
organizational culture



Equity Leadership Skills within the context of Power and Privilege

1. Listen actively; listen to understand
2. Speak for yourself, share your own lived experience
3. Share air-space
4. Name a dynamic
5. My normal may not be your normal
6. Intent vs. Impact
7. Stay engaged; be in relationship;
8. Be open to feedback; ask clarifying questions
9. Expect and accept non-closure
10. Be aware of your feelings and thoughts; stay present to your experience
11. Maintain and safeguard confidentiality



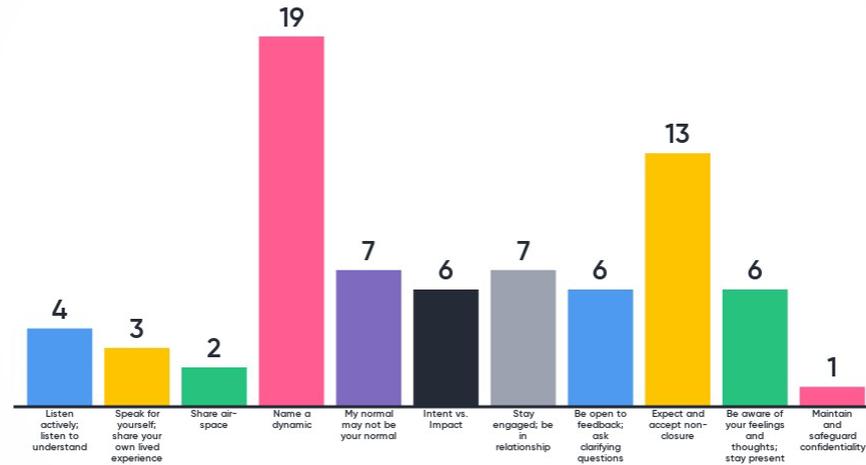
Collective Tally on Equity Leadership Skills

- Tallied on [menti.com](https://www.menti.com)
 - See the next three slides for the results of the Menti polling on each of the three questions to the right
1. Which one(s) is/are your stretch to live into?
 2. Which one(s) is/are does your organization need to work on?
 3. What can we count on you to bring today and to your organization?

Collective Tally on the 11 Equity Leadership Skills

Equitable Leadership Traits - Individual Stretch

Mentimeter



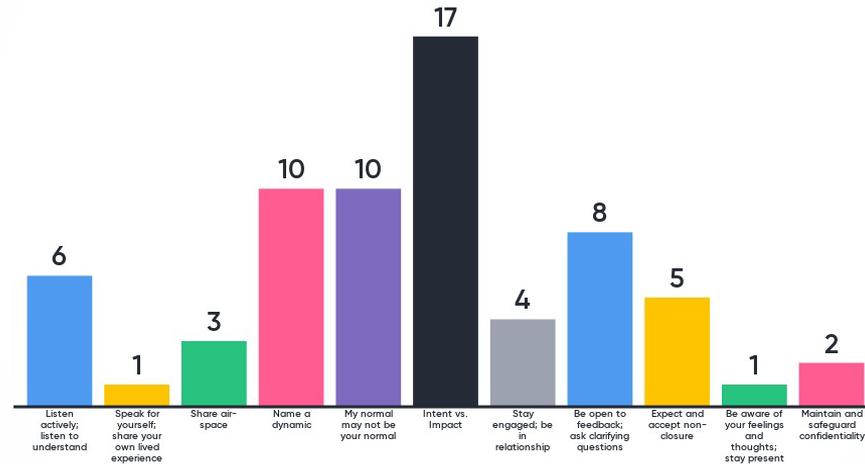
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Collective Tally on the 11 Equity Leadership Skills

Equitable Leadership Traits – Organizational Stretch

Mentimeter



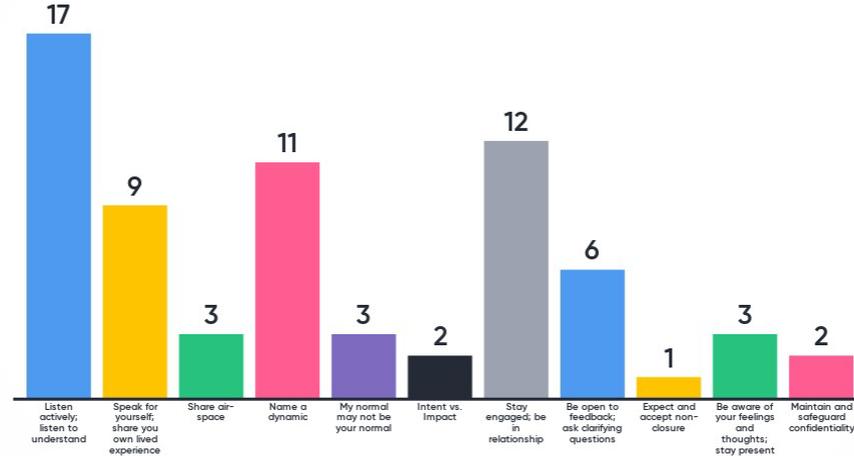
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Collective Tally on the 11 Equity Leadership Skills

We can count on you to...

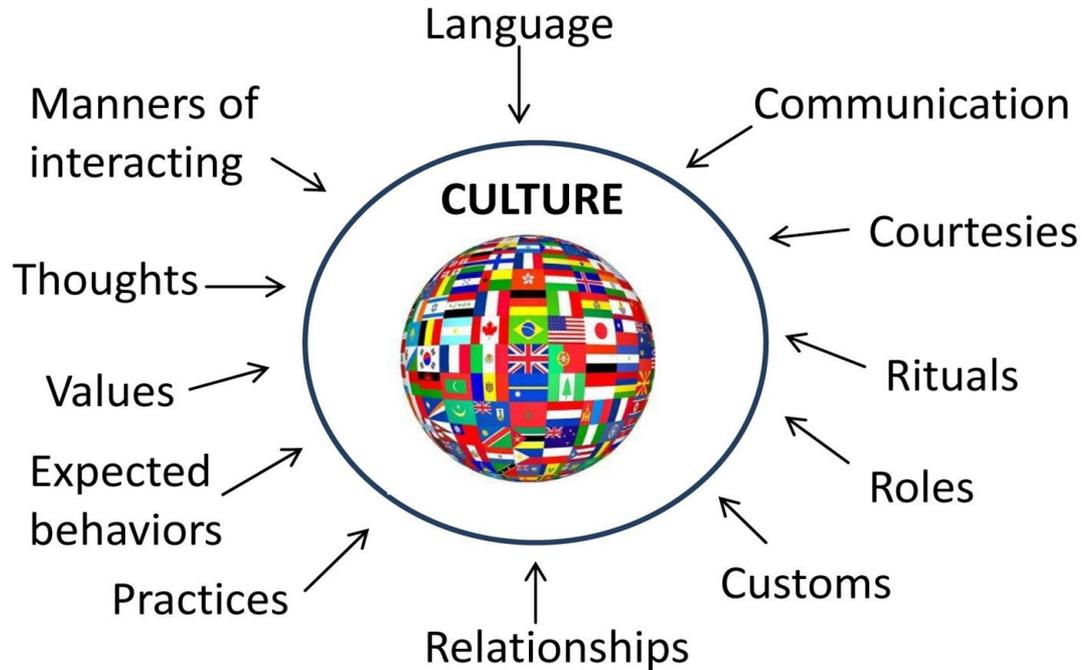
Mentimeter



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Norms and Culture



What are the communication norms in your organization?

- Dominant communication style?
- How success is defined?
- What does professional look like?
- Comfort with Conflict or disagreements
- 'Niceness' or what is considered appropriate at the office
- Are you asking people to fit into your culture?

Communication styles

(© Fleur Larsen Facilitation)

	PASSIVE	AGRESSIVE	PASSIVE-AGRESSIVE	ASSERTIVE
BEHAVIOR	Keep quiet. don't say what you feel, need, or want. Put yourself down frequently. Apologize when you express yourself. Deny that you disagree with others or feel differently.	Express your feelings and wants as though any other view is unreasonable or stupid. Dismiss, ignore, or insult the needs, wants, and opinions of others.	Failure to meet the expectations of others through "deniable" means: forgetting, being delayed, and so on. Deny personal responsibility for your actions.	Express your needs, wants, and feelings directly and honestly. Don't assume you are correct or that everyone will feel the same way. Allow others to hold other views without dismissing or insulting them.
NONVERBAL	Make yourself small. Look down, hunch your shoulders, avoid eye contact. Speak softly.	Make yourself large and threatening. Eye contact is fixed and penetrating. Voice is loud, perhaps shouting.	Usually mimics the passive style.	Body is relaxed, movements are casual. eye contact is frequent, but not glaring.
BELIEFS	Others' needs are more important than yours. They have rights; you don't. Their contributions are valuable. Yours are worthless.	Your needs are more important and more justified than theirs. You have rights; they don't. your contributions are valuable. Theirs are silly, wrong, or worthless.	You are entitled to get your own way, even after making commitments to others. You are not responsible for your actions.	Your needs and those of others are equally important. You have equal rights to express yourselves. You both have something valuable to contribute. You are responsible for your behavior.
EMOTIONS	Fear of rejection. Helplessness, frustration, and anger. Resentment toward others who "use" you. Reduced self-respect.	Angry or powerful at the time, and victorious when you win. Afterward: remorse, guilt, or self-hatred for hurting others.	Fear that you would be rejected if you were more assertive. Resentment at the demands of others. Fear of being confronted.	You feel positive about yourself and the way you treat others. Self-esteem rises.
GOALS	Avoid conflict. Please others at any expense to yourself. Give others control over you.	Win at any expense to others. Gain control over them.	Get your own way without having to take responsibility.	Both you and others keep your self-respect. Express yourself without having to win all the time. No one controls anyone else.

Definition

adjective: **passive-aggressive**

1. of or denoting a type of behavior or personality characterized by indirect resistance to the demands of others and an avoidance of direct confrontation, as in procrastinating, pouting, or misplacing important materials.

Examples of Passive Aggressive Communication and the Impacts on Equity and Belonging

What do we
hear?
How does it
sound in the
context of
power and
privilege?

- Tone policing
- Right to comfort
- Valuing “niceness”
- Fear of open conflict
- Civility politics
- Sarcasm
- Indirect or ‘dancing around’
- Evasive/deflecting fault
- Gaslighting
- Dog whistling

Definitions: Microaggression

Noun: Microaggressions

a statement, action, or incident regarded as an instance of **indirect, subtle, or unintentional** discrimination against members of a marginalized group.

Communication, Healthy Conflict and Equity



Conflict

How does power and privilege influence your conflict style and that of your company?

- **Avoider:** shy away from bringing up conflict or 'hot button issues'
- **Validator:** will bring things up and value remaining calm
- **Passionate:** express emotion and bring things up directly

Case Study and Equity Leadership Skills

In your table group:

Name a time you experienced miscommunication and/or conflict at work in the context of equity/inequity.

Utilizing the Equity Leadership Skills, pick 1-2 that could support or improve communication in that situation

Communicating in Polarizing Times: Words Matter

- **Name** the dynamic
 - Disproportionate costs + benefit
 - Opportunity for allyship
- **Focus** on connection over coddling
- **Give** space for many ‘normals’
 - Various norms can co-exist
 - Decenter dominant norms
- **Shared** language and clear definitions
- **Learn** to identify various communication/conflict styles
- **Skill up** on communication and conflict engagement
 - **Use** clear and concise language
 - **Ground** in yes/no questions
 - **Use** open ended questions
 - **Choose** from multiple platforms for communication

Active Allyship in Action

“In a racist society it is not enough to be non-racist, we must be anti-racist.”

— Angela Y. Davis

Show in Words and Behavior:

- Center the voices and perspectives of marginalized people
- Follow marginalized people’s lead
- Grounded in humility/make amends gracefully



1 Personal Learning Take Away
1 Professional Action Item
1 Word Check Out - [menti.com](https://www.menti.com)



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