

Effectively Engaging in Difficult Conversations: A Call to Action



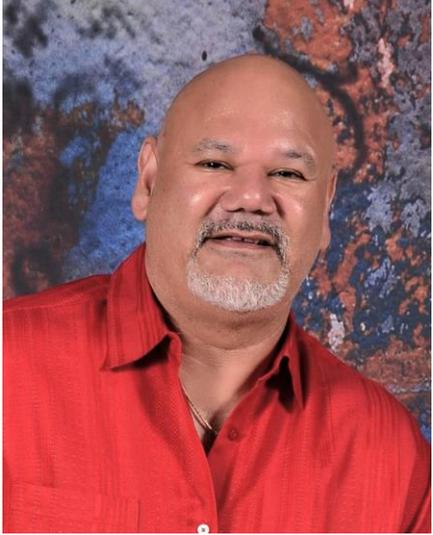
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Southern California Chapter



Ruben

- ③ 30+ years of experience working in the affordable housing and social services sectors.
- ③ Education: MNPL, GMHS
- ③ Director of Supportive Housing
 - 16 Affordable Housing Communities
 - 10 FTEs (Case Managers)
 - Serve 600+ households (Single adults, families with children, older-adults, and Veterans)
 - Funding: LIHTC, CDBG, HOME, State & City funding

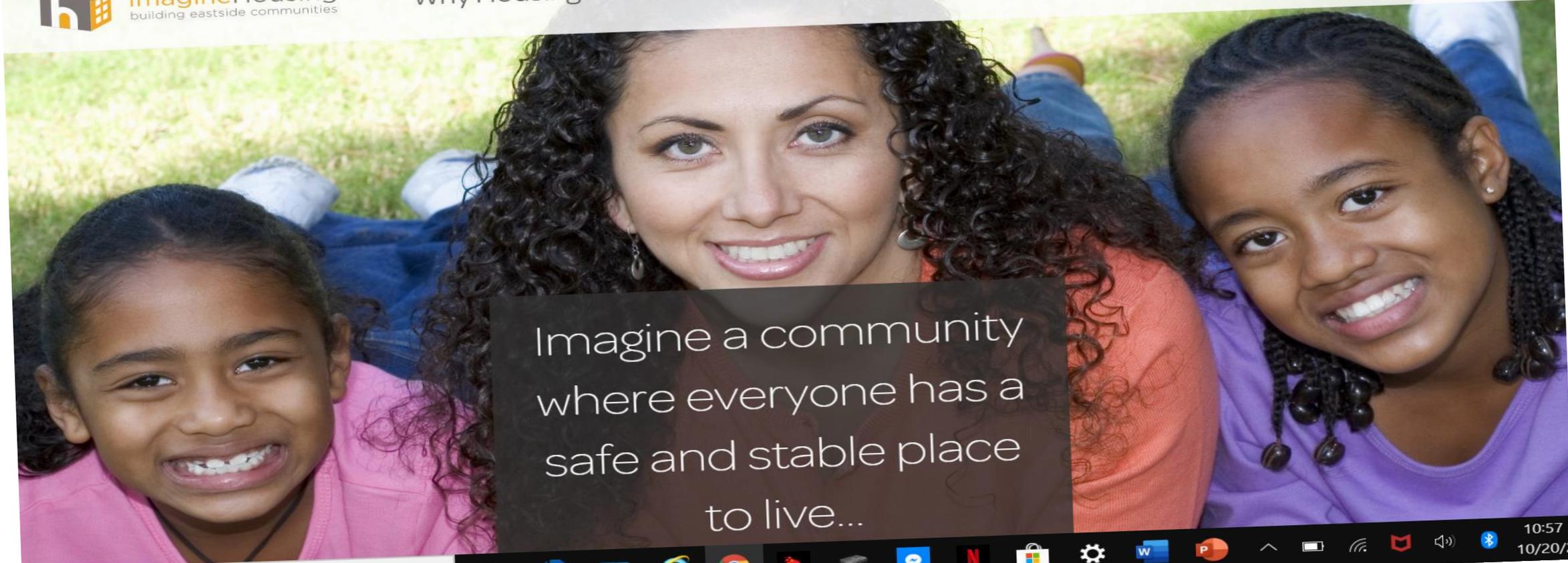




- Our mission is to develop affordable housing, build welcoming communities, and foster vibrant futures.
- Our vision is an Eastside with interconnected and welcoming communities where all people can live, learn, work and play.



Why Housing Matters Our Communities Get Involved About



Imagine a community where everyone has a safe and stable place to live...

Type here to search





- About
- Resident Success Stories
- Imagine 1000
- Our Team**
- Careers at Imagine Housing
- Board of Directors
- Young Professionals Board

Take-Aways

- Reflect on, and examine, recent civil unrest, protests, and police brutality.
- Define terms: Race, Racism, Racist, Implicit Bias, Racial Reconciliation, and Structural Racism.
- Enhance self-awareness regarding implicit biases.

Take-Aways

- Explore characteristics of White Privilege and White Fragility.
- Recognize action steps to address racial injustice and inequality.
- Identify strategies for effectively engaging in difficult conversations.

Disclaimer: Today's presentation will involve engaging in difficult conversations

Intentionality

The purpose of this presentation is to educate and provide information about race, racism, racial inequality and police brutality.

Ground Rules

- Have fun.
- Check your assumptions.
- Be receptive and please keep an open-mind.

Ground Rules

- Become comfortable with your discomfort.
- Be non-judgmental, listen to understand.
- Allow all voices to be heard.

Ground Rules

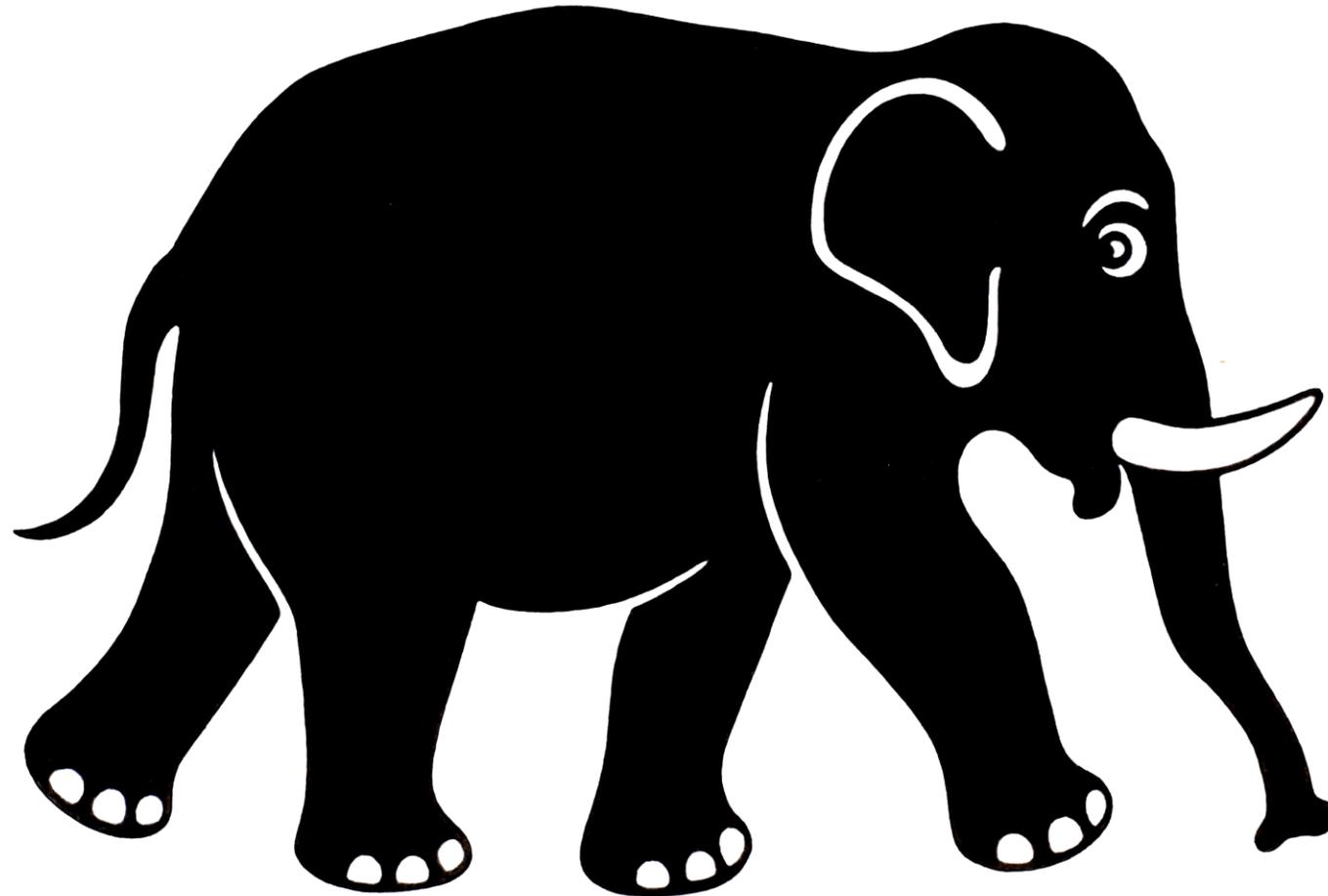
- Assume positive intent: not meant to target or blame any particular individual or group.
- Be courageous: interrupting racism takes courage and intentionality.
- Be gentle with yourself.



"Being true to yourself is about mustering up the courage to have difficult conversations knowing that you may not meet the other person's expectation of who they think you should be"

- Diana Reyers

The Black Elephant in the Room



Before we can discuss race and racism, we need to revisit the Terminology





Let's talk
about race!!

Race

- Powerful political concept, social construction, and economic force, not a scientific one.
- Constructed in large part to divide and conquer poor and working white people from poor and working people and communities of color.
- Life in the U.S. is deeply shaped by racial segregation.
- Under the skin there is no true biological race. (We all bleed the same color: Red)

Race



Race

- The term 'white' was constructed to unite certain European groups living in the U.S. who were fighting each other and at the same time were a numerical minority in comparison to the numbers of African slaves and Native peoples.
- In order to justify the idea of a white race, every institution in this country was and is used to prove that race exists and to promote the idea that the white race is at the top of the racial hierarchy and all other races are below, with the Black race on the bottom.

Race

- All institutions were and are used to promote the idea of white supremacy.
- All European immigrants did not and do not become white at the same time (Irish, Italians, Jews).

Race

- Becoming white involves giving up parts of your original culture in order to get the advantages and privileges of belonging to the white group.
- This process continues today.
Mosaic as a Salad Bowl vs. Melting Pot,

America as a “Melting Pot”

The mingling of diverse ethnic groups in America, including the idea that these groups are or should be "melting" into a single culture or people



Mosaic as Salad pot/bowl rather than melting pot

Melting pot theory

- Old theory applied by America.
- The ingredients melted together
- Assimilation process of cultural groups, ethnic group or belief system
- Blending the cultures or hybridization the cultures

Salad bowl theory

- Canadian approach and approach of today's America
- The separate ingredients
- Multicultural or pluralistic practice in a society or an organization
- Preservation of cultural uniqueness and arrangement of the cultures

Melting Pot or Salad Bowl



Are we melting into
one?

Or are we still separate?
Integrate?



Racism



Racism

- Racism has been among the most complex social dilemma since the founding of this Country.
- Racism is different from racial prejudice, hatred, or discrimination.
- Racism involves one group having the power to carry out systematic discrimination through the institutional policies and practices of the society and by shaping the cultural beliefs and values that support those racist policies and practices.

Racism

Racism = race prejudice + social and institutional power

Racism = a system of advantage based on race

Racism = a system of oppression based on race

Racism = a white supremacy system

Racist



RACIST?

Racist

Person who supports a racist policy through their actions or interaction or expressing a racist idea.



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

Deconstructing implicit biases, preconceived notions about race, and working to educate yourself on relevant matters are steps that you can take towards being an active advocate against racial injustice.

Angela Yvonne Davis is an American political activist, philosopher, academic, Marxist feminist, and author.

Becoming Anti-Racist





RACIAL
RECONCILIATION

Racial Reconciliation

Involves three ideas.

1. Recognizes that racism in America is both systemic and institutionalized, with far-reaching effects on both political engagement and economic opportunities for minorities.

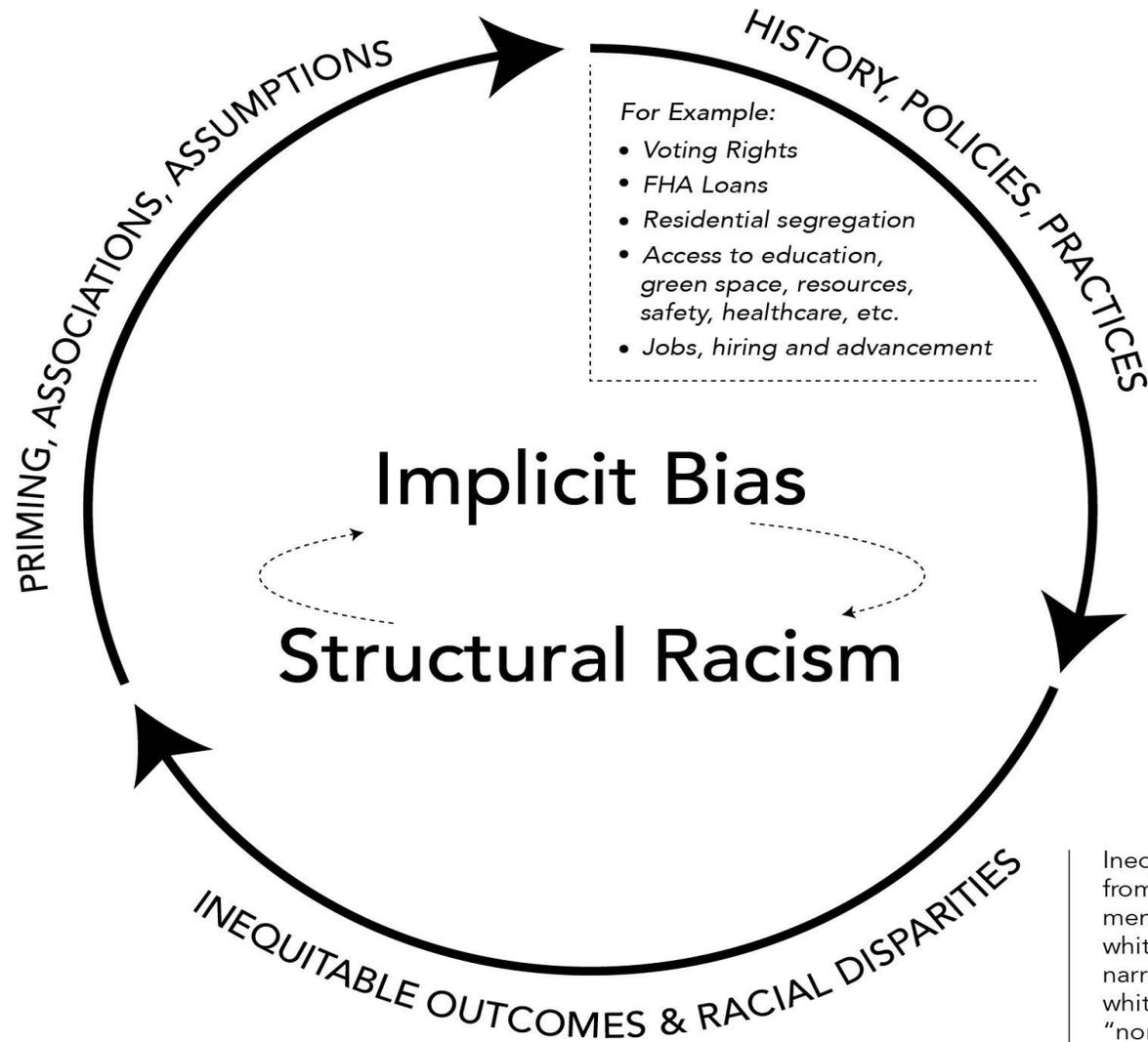
Racial Reconciliation

2. Engendered by empowering local communities through relationship-building and truth-telling.
3. Justice is the essential component of the conciliatory process, justice that is best termed as restorative rather than retributive, while still maintaining its vital punitive character.

Structural Racism

- Racial biases across institutions and society.
- A cumulative and compounded effects of an array of factors that systematically privilege white people and disadvantage people of color.
- “The Racial Wealth Divide” Whites have many more times the wealth of people of color, results from generations of discrimination and racial inequality.

Dominant narratives about race (family, media, society) coupled with racialized structural arrangements and differential outcomes by race all prime us to believe that people of color are inferior to white people, create and maintain harmful associations, and lead us to make harmful assumptions, consciously and unconsciously, about people of color



Race is created to justify enslaving people from Africa (economic engine of country)

Policies and practices that consolidate and protect power bestow unearned economic, social, cultural, and political **advantage** to people called "white," and unearned **disadvantage** to people of color

National narrative (ideology, belief system) about people of color being "less than" human (and less than white) justifies mistreatment and inequality (white supremacy)

Inequitable outcomes and experiences resulting from policy decisions in health, housing, employment, education, and life expectancy - reinforces white supremacist beliefs and ideology; dominant narrative uses disparate outcomes as evidence of white superiority, promotes whiteness as "normal" and desirable and justifies inequality

Institutionalized Racism

- Policies, practices and behaviors of institutions such as schools, banks, non-profits or the Supreme Court that have the effect of maintaining or increasing accumulated advantages for those groups currently defined as white and maintaining or increasing disadvantages for those racial or ethnic groups not defined as white.
- The ability of institutions to survive and thrive even when their policies, practices and behaviors maintain, expand or fail to redress accumulated disadvantages and/or inequitable outcomes for people of color.

Prejudice

Prejudice is a
learned trait.
You're not born
prejudiced; you're
taught it.

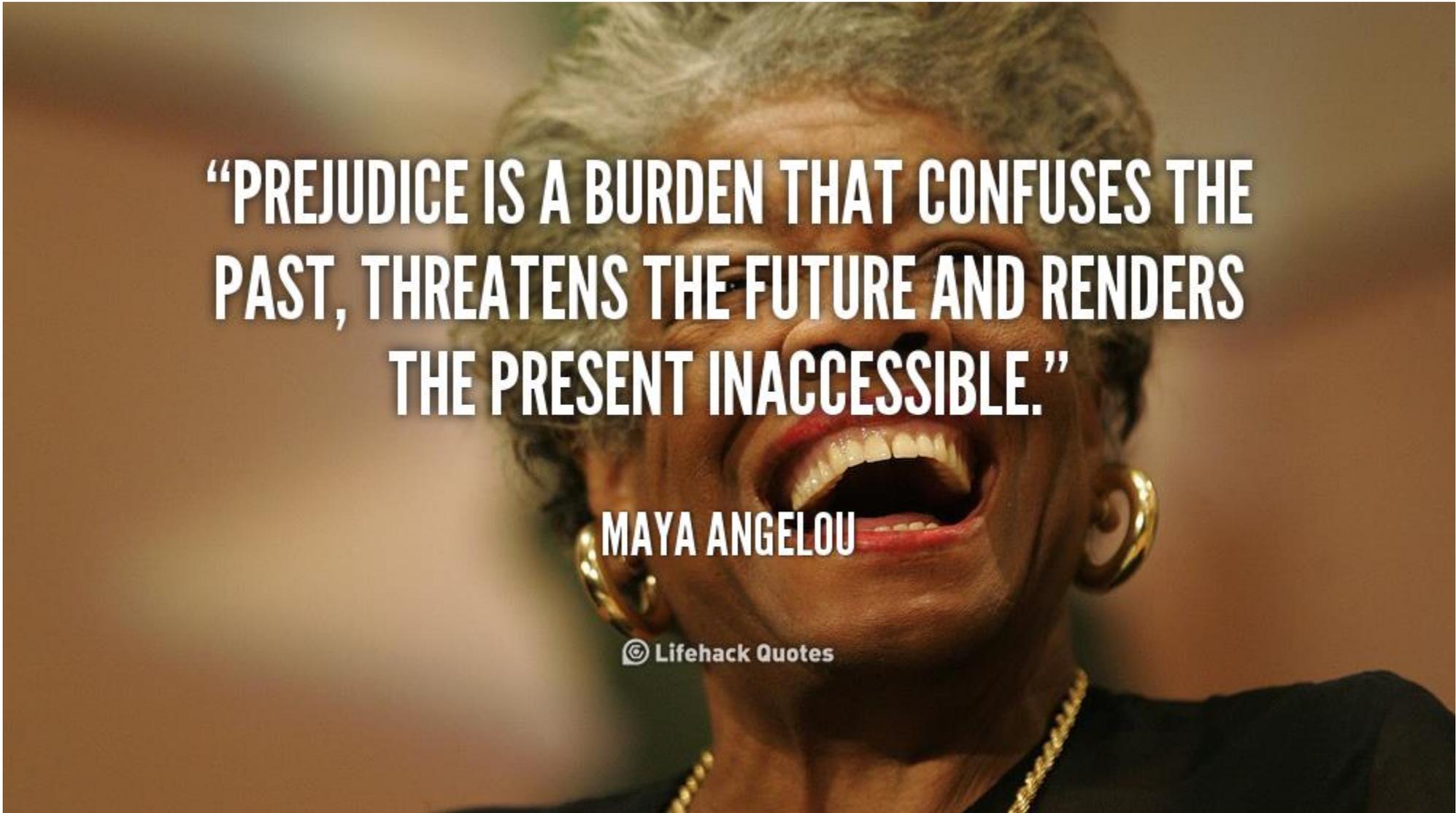
Charles R. Swindoll

Prejudice

- An attitude based on limited information, often on stereotypes.
- Prejudice is usually, but not always, negative.
- No one is free of prejudice.

Prejudice

- Positive and negative prejudices when directed toward oppressed people, are damaging because they deny the individuality of the person.
- Examples: Women are emotional. Asians are good at math, and Black men are lazy.

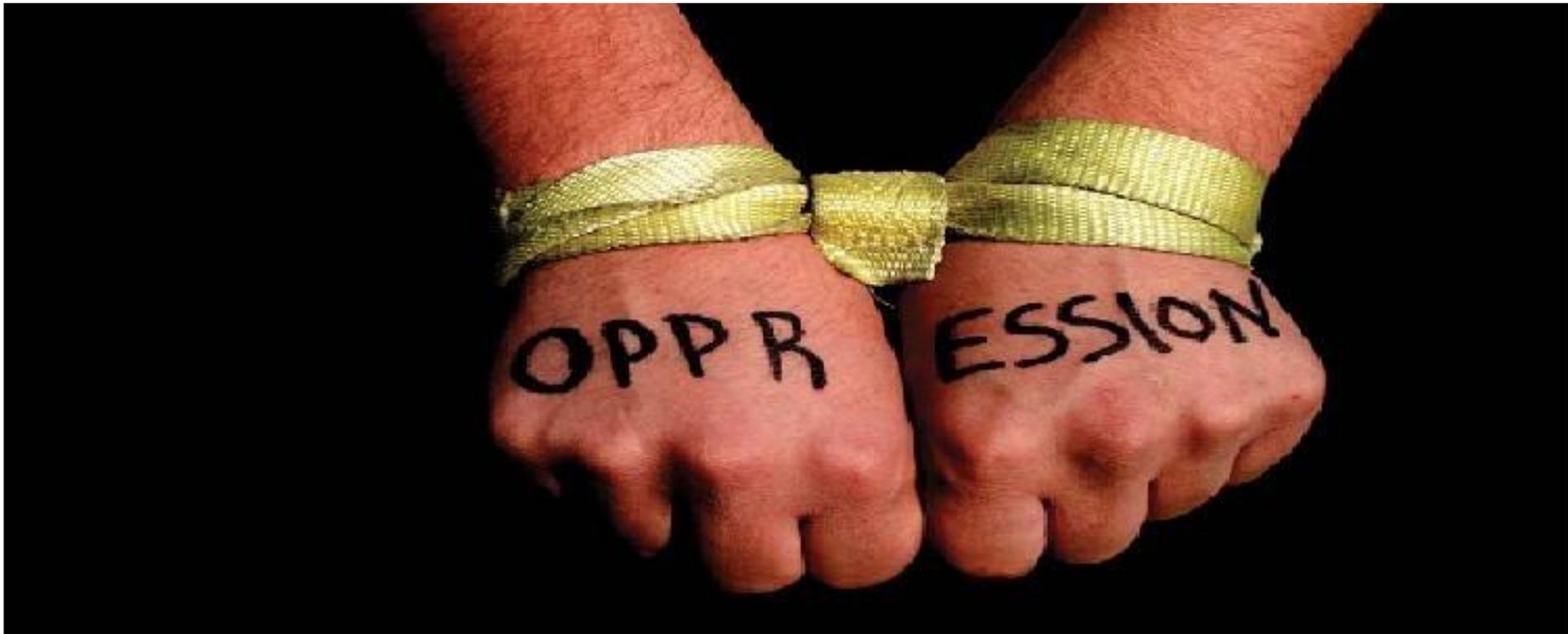


**“PREJUDICE IS A BURDEN THAT CONFUSES THE
PAST, THREATENS THE FUTURE AND RENDERS
THE PRESENT INACCESSIBLE.”**

MAYA ANGELOU

© Lifehack Quotes

Oppression



Oppression

- Systematic subjugation of one social group by a more powerful social group for the social, economic, and political benefit of the more powerful social group.
- Opportunity is not equally distributed across race, class, and gender.
- Oppression = Power + Prejudice

Oppression

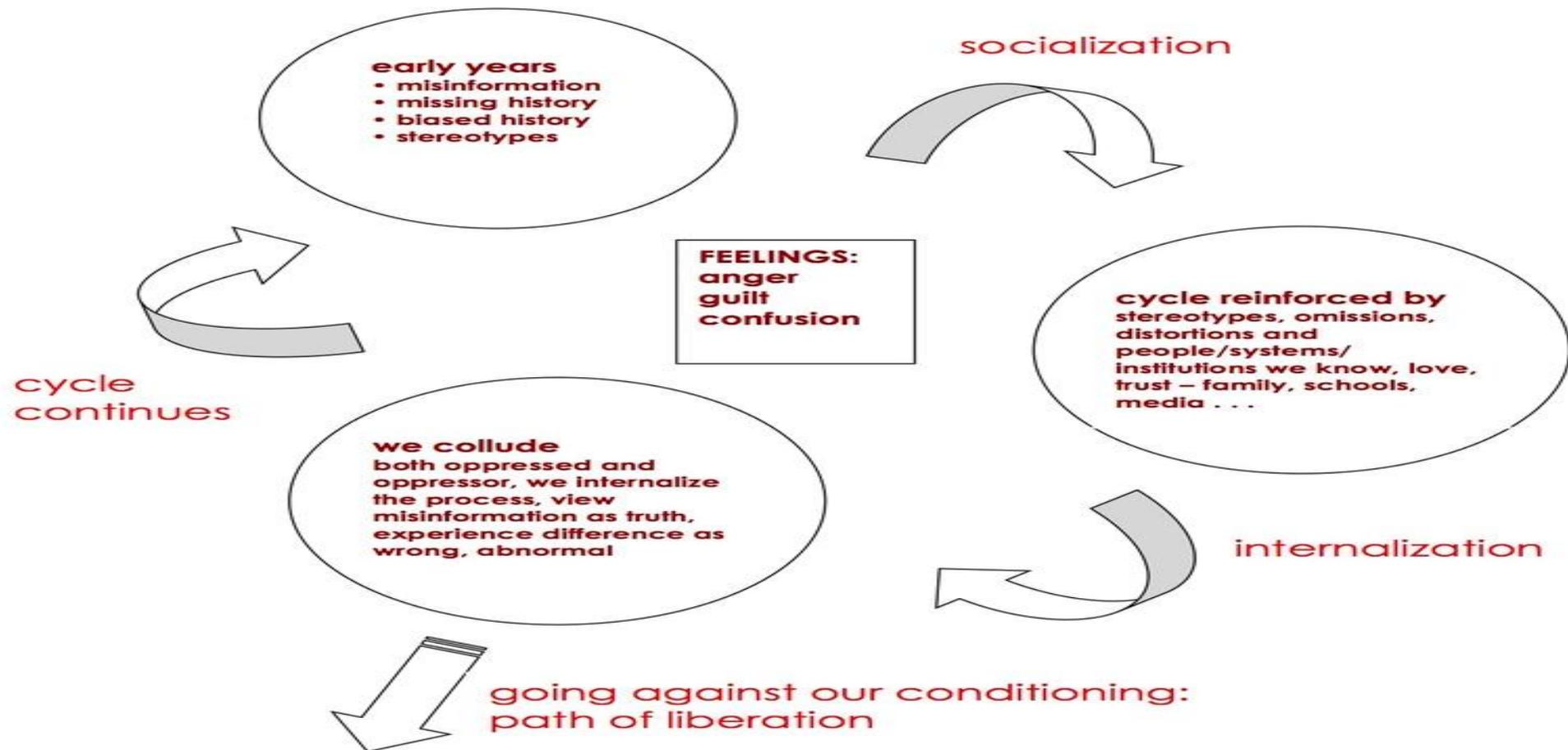
Rita Hardiman and Bailey Jackson state that oppression exists when the following 4 conditions are found:

1. The oppressor group has the power to define reality for themselves and others.
2. The target groups take in and internalizes the negative messages about them and end up cooperating with the oppressors (thinking and acting like them).

Oppression

3. Genocide, harassment, and discrimination are systematic and institutionalized, so that individuals are not necessary to keep it going.
4. Members of both the oppressor and target groups are socialized to play their roles as normal and correct.

Cycle of Oppression



Racial Injustice and Discrimination Hold Us All Back

- We all have a responsibility to examine the causes and effects of racism in our country.
- We have to educate ourselves and learn how to talk about them with those around us.
- While we've made some important progress in decreasing discrimination and racism, we can't pretend we've moved beyond it completely.

Racial Injustice and Discrimination Hold Us All Back

- Discrimination and unequal opportunity harms people of color, and systemic biases affect all of us and prevent us from achieving our full potential as a country.
- We can never truly become a land of opportunity while we allow racial inequity to persist.

Creating Real Positive Change

- All people must call out racism when they see it and condemn it.
- People of color also need to have these conversations and confront how racism shows up in their communities.
- This moment provides us with an opportunity to have the conversations that we haven't had before to go deeper and be willing to push, push ourselves, and be pushed.

Creating Real Positive Change

- When grounded in empathy and oriented toward equity, racial healing has restorative potential, and affirms the inherent value of all people.
- This process provides opportunities to acknowledge and witness the wrongs created by individual and systemic racism, and to determine reparations for people, communities and institutions.

Racial Injustice and Discrimination Hold Us All Back

- Ensuring equal opportunity for all is in our shared economic and societal interest.
- Eight in ten Americans believe that society functions better when all groups have an equal chance in life.



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We may have different
religions, different
languages, different
colored skin, but we
all belong to **one**
human race.

~Kofi Annan

BECOMING AN ALLY

BE HONEST

TRUTH

LOCATION

LAND ACKNOWLEDGMENT

KNOWLEDGE IS POWER

BEFORE DIVERSITY AND PLACE and SPACE

REALITY

OVER-REPRESENTED HEALTH ISSUES PRISON

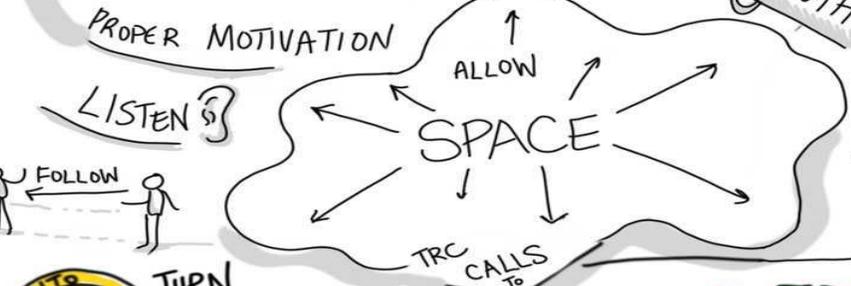
5% POPULATION

EACH ON THEIR OWN journey

THRIVING INDIGENOUS PEOPLE IN ALL SECTORS

GO WITH AN OPEN HEART

DIVERSITY AND INCLUSION



RECONCILIATION INTO ACTION

LEVER TOOLS OF COLONIZATION

RECOGNIZING UNCONSCIOUS BIAS

DON'T FEEL GUILTY DO SOMETHING TO HELP

- LIVE WITH A PARENT?
- NO SUICIDE IN FAMILY?
- PARENT HAD A JOB?
- PARENT HAD DEGREE?
- FOSTER CARE IN FAMILY?



RECOGNIZE YOUR PRIVILEGE



@giuliaforsythe #tlt18



KORY WILSON @korywilson

Action Steps

- Sign a petition.
- Join a boycott.
- Participate in civil disobedience, safely join a protest.
- Take political action, contact your Representatives.

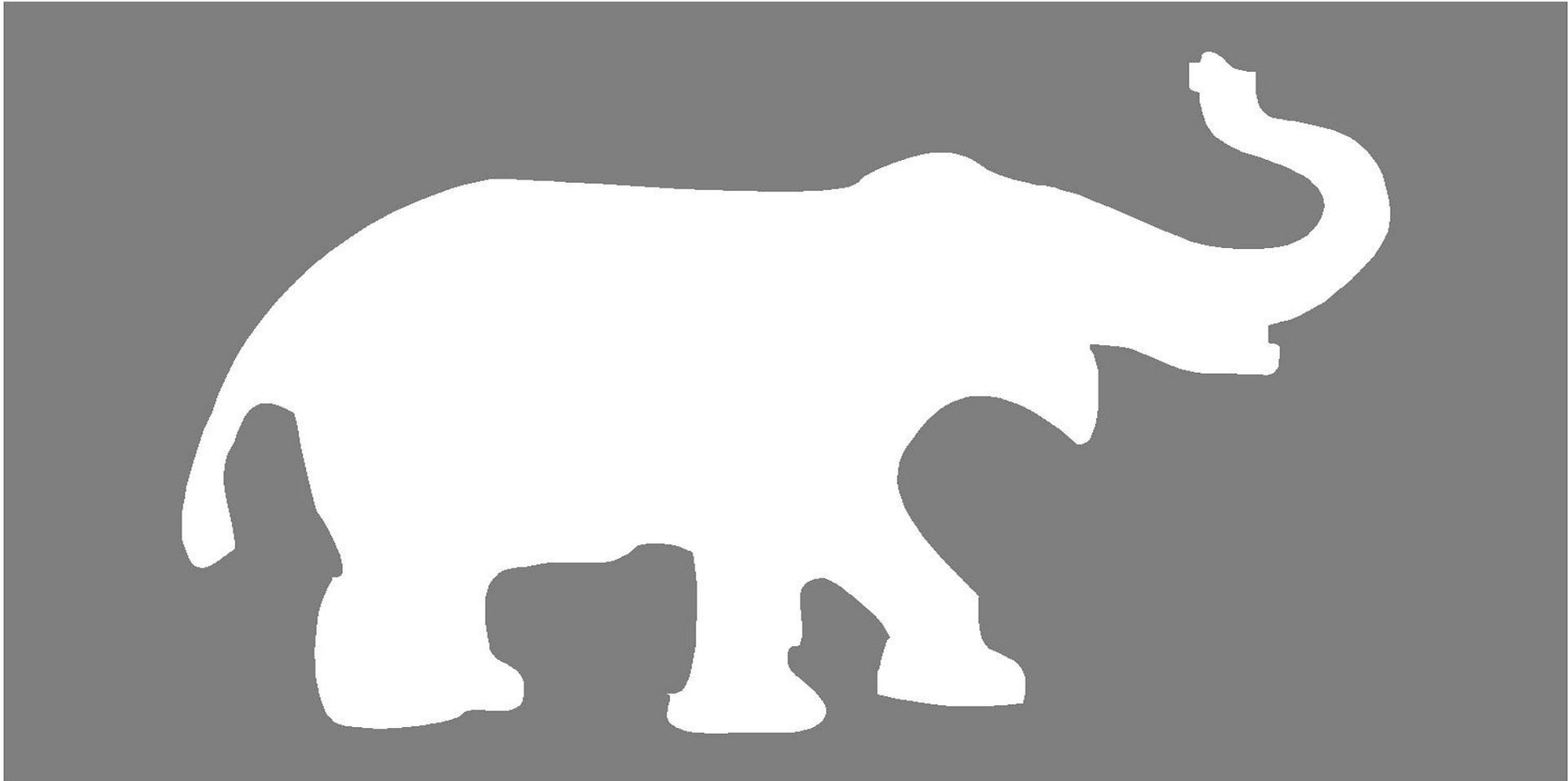
Action Steps

- Get connected: donate your time, talent, treasure to BLM or other Organizations
- Vote with your conscious.
(National/State/City/Local)
- Ultimately this issue won't be solely resolved through laws and policies, it will also require connections on human to human level.

Action Steps

Call a colleague or friend of color this week to offer support, express empathy and concern, or discuss the current state of protest and upheaval.

The White Elephant in the Room



White Privilege



White Privilege

- Refers to the unquestioned and unearned set of advantages, entitlements, benefits and choices bestowed on people solely because they are white.
- Most white people experience such privilege without being conscious of it.

White privilege (or white skin privilege)

refers to the set of societal privileges that white people are argued to benefit from beyond those commonly experienced by people of color in the same social, political, or economic spaces (nation, community, workplace, income, etc.).

LAB
ProLib

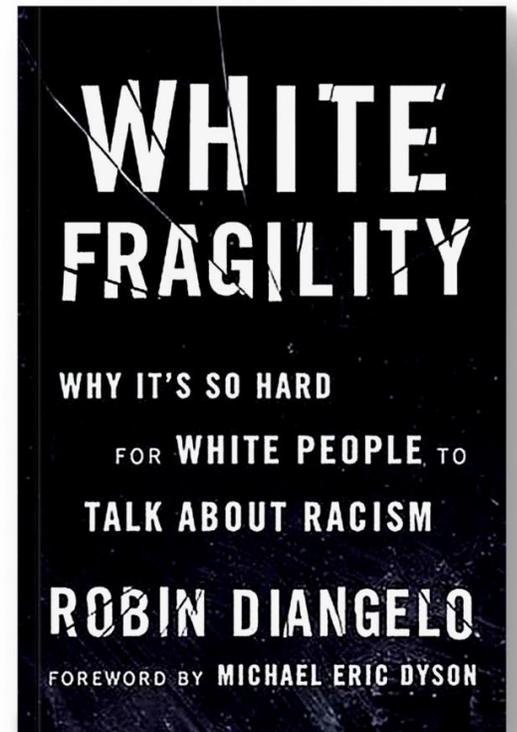


White Privilege

White privilege doesn't mean your life hasn't been hard; it means that your skin color isn't one of the things making it harder.

White Fragility

“For many White people, the mere title of this book will cause resistance because I am breaking a cardinal rule of individualism, I am generalizing.”
Robin DiAngelo



White Fragility (Robin Diangelo)

White people in North America:

- Have been socialized by a system of racism.
- Live in a society that is deeply separate and unequal by race.
- Are beneficiaries of this separation and inequality.

White Fragility (Robin Diangelo)

White people in North America:

- Are insulated from racial stress.
- Are bestowed unearned advantages.
- Feel entitled and deserving of this advantage.
- Haven't had to build racial stamina,

White Fragility

“WHITE FRAGILITY IS A WHITE PERSON’S STATE IN WHICH A MINIMUM AMOUNT OF RACIAL STRESS BECOMES INTOLERABLE, TRIGGERING A RANGE OF DEFENSIVE MOVES. THESE MOVES INCLUDE THE OUTWARD DISPLAY OF EMOTIONS SUCH AS ANGER, FEAR, GUILT, AND BEHAVIOURS SUCH AS ARGUMENT, SILENCE, AND LEAVING THE STRESS-INDUCING SITUATION.”



White Fragility (Robin Diangelo)

White people in North America:

- Are taught to believe that only bad people are racist. (good/bad binary)
- Think of racism as discrete acts committed by individual people rather than a complex, interconnected system.
- See themselves as entitled to, and deserving of, more than POC deserve.

White Fragility (Robin DiAngelo)

- This defensiveness helps white people to maintain the racial status quo.
- The status quo is comfortable for white people, and we will not move forward in race relations, if they remain comfortable.
- The way white people are taught to define racism makes it virtually impossible for white people to understand it.

White Fragility (Robin DiAngelo)

Critical component of cross-racial skill building is the ability for white people to sit with the discomfort of being seen racially which is a common trigger of white fragility, and thus to build stamina, White people must face the challenge of naming their race.

“As I move through my daily life, my race is unremarkable. I belong when I turn on the TV, read best selling novels, and watch blockbuster movies. I belong when I pass the magazine racks at the grocery store or drive past billboards. I belong when I look at my teachers, counselors, and classmates. I belong when I learn about the history of my Country and throughout the year and when I am shown in heroes and heroines, George Washington, Thomas Jefferson, Abraham Lincoln, Robert E. Lee, Amelia Earhart, Susan B. Anthony, John Glen, Sally Ride, and Louise May Alcott. I belong when I look through my textbooks and see the pictures on my classroom wall. The experience of belonging is so natural that I do not have to think about it.” Excerpts from White Fragility: Robin DiAngelo

“I don’t have to worry about how others feel about my race. Nor do I worry that my race will be held against me. When I apply for a job, virtually anyone in a position to hire will share my race. I am free to move in virtually any space seen as normal, neutral, or valuable. My race is held up as the norm for humanity.”

Excerpts from White Fragility: Robin DiAngelo

Gender Preferences Subconscious
Cognition Unconscious Judgement
IMPLICIT BIAS
Stereotypes Behavior Disrespect
Prejudice Race Research Decisions
Unfair Ethnicity Psychologist
Reaction Beliefs People Groups
Social Hidden Subtle Train

Implicit Bias

“You never really understand a person until you consider things from his point of view, until you climb inside of his skin and walk around in it.”

Harper Lee, American novelist best known for her 1960 novel *To Kill a Mockingbird*.

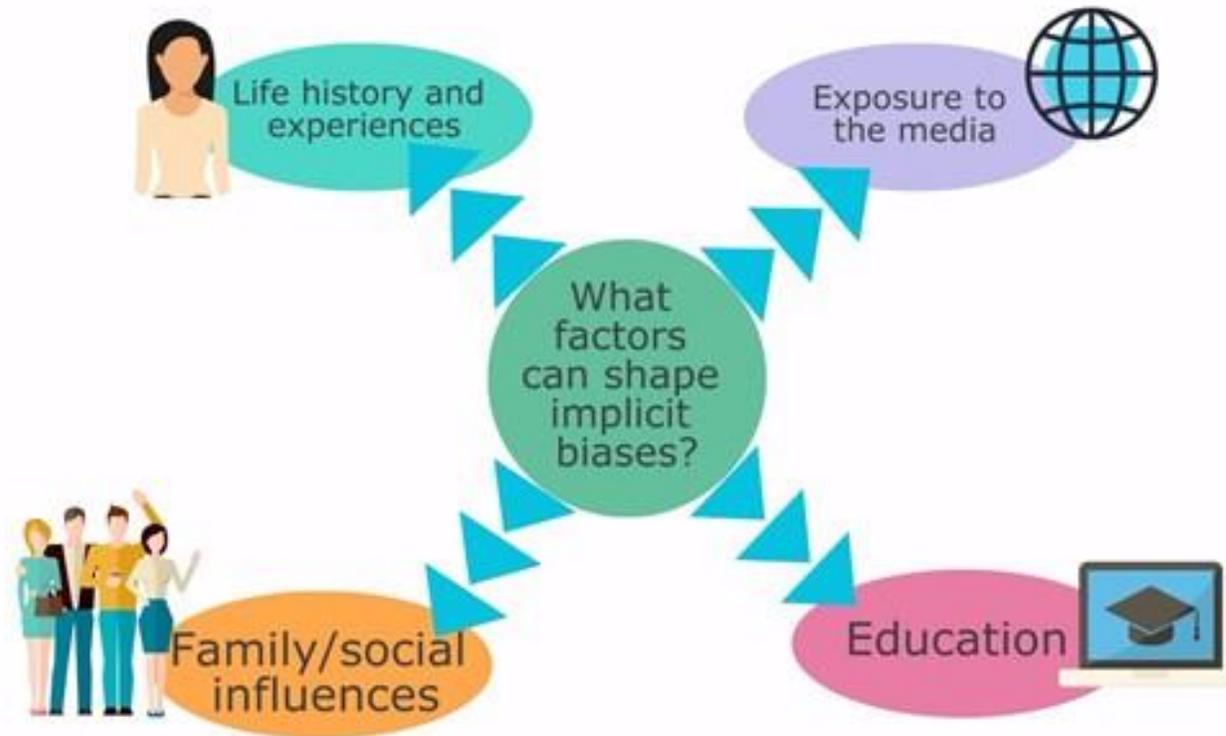


Defining Implicit Biases

- Refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.
- Causes us to have feelings or attitudes about other people based on characteristics such as race, ethnicity, age and appearance.

Defining Implicit Biases

- Developed over the course of a lifetime through exposure to direct and indirect messages.
- We all carry around implicit biases and unconscious stereotypes in our heads.
- It's part of being human.



Human tendency: We All have implicit biases.

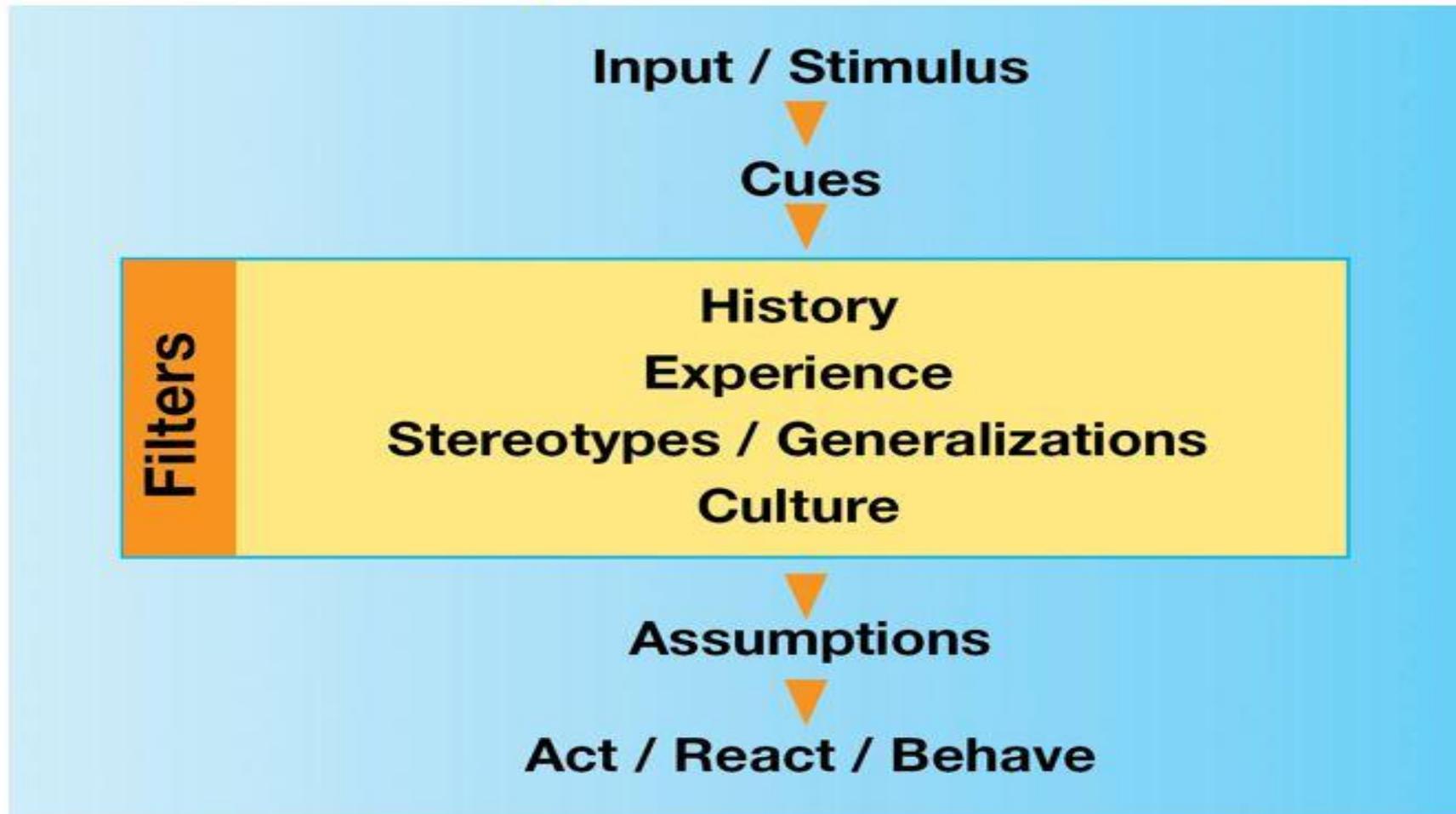
Implicit Bias

UNDERSTANDING IMPLICIT BIAS





Perception Model



Explicit bias

Expressed directly

Aware of bias

Operates consciously

Example -- "I like whites more than Latinos."

Implicit bias

Expressed indirectly

Unaware of bias

Operates sub-consciously

Example – sitting further away from a Latino than a white individual.

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

Explicit bias

Expressed directly

Aware of bias / operates consciously

Example – Sign in the window of an apartment building – “we don’t rent to _____”

Implicit bias

Expressed indirectly

Unaware of bias / operates sub-consciously

Example – a property manager doing more criminal background checks on African Americans than whites.

Ruben's Stories

- “You should consider applying for vocation or technical school because you are not really college material.”
H.S. Guidance Counselor
- “Wow, really, you live on Whidbey Island? How can someone like you afford to live there?”
- “You are so articulate. How did you lose your accent?”
- “I was surprised but pleased to learn that you have a Master's degree. What school did you go to? What was your major?” Is it an accredited institution?

Ruben's Stories

- “It’s probably best if you don’t share the news about your upcoming wedding, it may make some of your coworkers feel uncomfortable.”
Supervisor
- Sir, may I help you? Do you have a student ID? Where are you headed? Trespassing is prohibited.
Security officer at Community College where I am a part-time instructor
- Share my experiences at retail establishments: Ross, Best Buy, Supermarkets, etc.
- Woman clutching onto her purse when I enter the elevator.

Recent Racial Inequality, Civil Unrest and Protests: The Grey Elephant in the Room



Understanding Civil Unrest

- Broad term used by law enforcement to describe disruptive situations: a riot, protest, or strike caused by a group of people.
- These gatherings are often fueled by disagreements around politics; racial, gender or income inequality; discrimination; or health care issues.
- While many of these gatherings begin peacefully, they can quickly turn violent and, as witnessed on the nightly news, can lead to arrests, injuries and destruction of the community and nearby businesses.

The Three Levels of Civil Unrest

Level 1

- People turn on their own neighborhoods.
- Spontaneous and localized, primarily impacting those who live, work, or travel in the immediate area.

Los Angeles Riots/Rodney King

The 1992 Los Angeles Riots, also known as the Rodney King Riots, the South Central Riots, the 1992 Los Angeles Civil Disturbance, and the 1992 Los Angeles Civil Unrest, were a series of riots, lootings, arsons and civil disturbance that occurred in Los Angeles County, California in 1992, following the acquittal of police officers on trial regarding a videotaped, and widely covered police brutality incident. They were the largest riots seen in the United States since the 1960s and the worst in terms of death toll after the New York City draft riots in 1863.



The Three Levels of Civil Unrest

Level 2

- Focuses on a single area where protestors deliberately target a business district, facility, transportation system, or an organization to impose maximum disruption.
- Requires planning and organization to choose a target and deliberately disrupt the normalcy of daily life and business.

The Three Levels of Civil Unrest

- 1999 during the WTO protests in Seattle; hundreds of businesses and thousands of workers in downtown Seattle were impacted.



The Three Levels of Civil Unrest

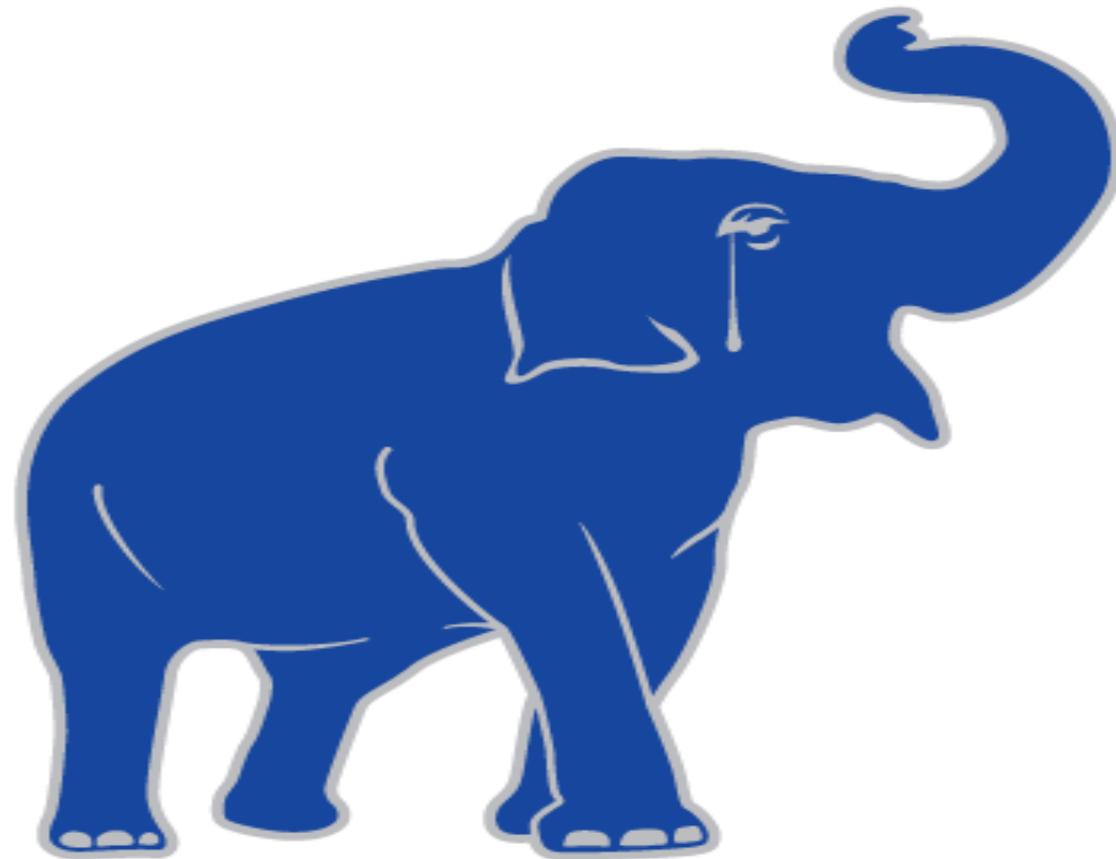
Level 3

- Disruption at a regional or state level, affecting everyone in the region.
- This also can expand to a national or even international level.

In response to George Floyd's murder, civil unrest and protests erupted in the U.S. and around the World!



The Blue Elephant in the Room



Implicit Bias in Law Enforcement



Implicit Bias in Law Enforcement



Implicit Bias in Law Enforcement

- When implicit biases go uninterrupted, they can cause real harm, like police officers shooting people of color who pose no threat.
- Prosecutors seeking stiffer sentences for people of color charged with a crime than white defendants accused of the same conduct.

Implicit Bias in Law Enforcement

It's imperative that all people in law enforcement be trained to recognize and overcome their biases.

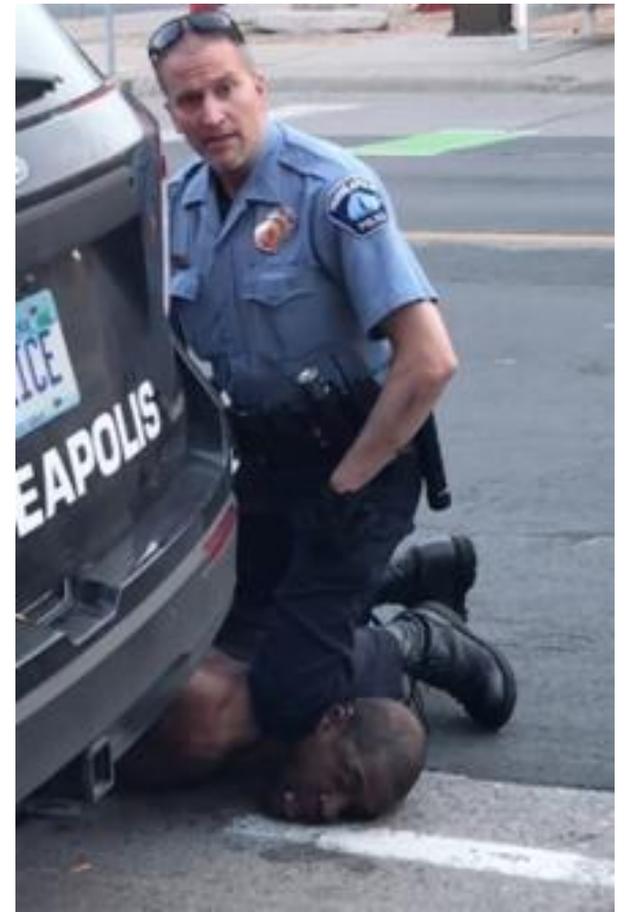
Anti-racism, cultural diversity and implicit bias training is essential to a system that upholds equal justice and keeps all communities safe.

“I Can’t Breathe.” George Floyd

- 8:46: Derek Chauvin kept his knee on Floyd’s neck for 8 minutes and 46 seconds.
- Captured on video for the world to witness.
- Days of protests from anger spawned by police violence and systemic racism, coupled with a global pandemic, has opened conversations about race, justice and inequity.

Stop Police Brutality: Creating Real Positive Change

Racist cultures, structures and institutions must be dismantled and re-imagined as we continue to witness, first-hand, disturbing images, and racists behaviors that continue to inflict pain and suffering on our fellow Black Americans. (People of Color)



Civil Unrest, Protest and Police Brutality

- With the racist killings of George Floyd, Breonna Taylor, and Ahmaud Arbery in close succession and the ensuing protests calling for justice for Black communities, you've probably seen many posts encouraging action.
- For Black Americans conversations about racial inequality don't happen only when there's prominent news coverage of such events.

Civil Unrest & Protest



Seattle, WA - July 2020

To Create Real Positive Change We Must Be Willing to:

- Share our stories.
- Willingness to be curious: a desire to learn about and understand someone else's perspective.
- Move ours's and other's hearts.

To Create Real Positive Change We Must Be Willing to:

- Find ourselves in “the other”
- Empathize: connect with the pain of the other and connect it with our own pain.
- Tolerance for ambiguity: the willingness to be in new situations from which to learn.

TOGETHER WERISE



Ruben's Experience with Law Enforcement

- Heart rate increases
- Headache/migraine
- Sweat profusely
- Symptoms similar to having a panic attack
- Roll down my window, have my wallet, registration visible/nearby before the police officer gets out of his cruiser
- Keep my hands on steering wheel at all times
- Consciously aware not to make any sudden moves
- Respectful, even if I am not being treated with respect

Demand and Advocate for Police Reforms

- The United States is far from the only country where police brutality, corruption, or biased treatment of parts of the population have driven demands for reform.
- Success, however, has been rare not because reformers don't know what policies to implement, but because the required reforms were blocked or didn't stick.

Demand and Advocate for Police Reforms

- Re-imagine and restructure the design of America's system of policing.
- Provide greater transparency and accountability to the public.
(Civilian Accountability Board)
- Limit qualified immunity for police officers.

Demand and Advocate for Police Reforms

- Demilitarization of police force.
- Mandatory implicit bias training for all law enforcement personnel. (racial biases/profiling)
- Reallocate a portion of police funding to mental health, addiction services and social service programs that benefit POC. (Not defund)

Demand and Advocate for Police Reforms

- Body cams for all police officers including training and usage policies.
- Ban on no knock warrants.
- Improve police data collection procedures, oversight, accountability, training and documentation.

Changing the standard for use of deadly force by

- Banning the use of chokeholds/shoulder pins.
- Prohibiting officers from striking anyone who is already in handcuffs or other restraints.
- Mandating that officers intervene if they see a colleague using excessive force.

Together We Will End Police Brutality



Difficult Conversations about Race



Difficult

Conversations

Difficult Conversation Defined

A situation in which at least two parties are engaged where:

- (a) there are differing opinions, perceptions, and needs/wants,
- (b) feelings and emotions run strong, and
- (c) the consequences or stakes are significant.

Why is so difficult to have difficult conversations?

There's an emotional toll ...



66%

feel stressed or
anxious if they
know a difficult
conversation is
coming up

Why is so difficult to have difficult conversations?

A word cloud of terms related to difficult conversations. The words are arranged in a roughly circular pattern, with some larger than others. The words include:

- Silence
- Nervous
- Emotional Avoidance
- Thinking Political
- Complicated
- Vulnerable Hate
- Irrelevant Opportunity Necessary
- Uncomfortable
- Respectful Cancerous
- Trigger speech Respect
- Responsible Language Stubbornness
- Racism
- Tension
- Sensibility

Difficult Conversations about Race



Difficult Conversations About Racism and Racial Inequality

- Raw, honest communication about the impact of racism is powerful, but you may not know exactly where to start.
- Initiating a conversation about racism can be challenging, but it doesn't have to be.

Difficult Conversations About Racism and Racial Inequality

- Requires us to have an authentic, trust-building, bias-shifting courageous conversation with another person.
- *Requires us to become comfortable with our discomfort.*



Get comfortable with
being uncomfortable.

Jillian Michaels

We must get Comfortable with being
Uncomfortable

*In the discomfort is where we grow,
where we become better, and more
resilient versions of ourselves.*

Why is so difficult to talk about racism and racial inequality?

- Deeply emotional.
- Fear of saying the wrong thing.
- When people of various races, backgrounds and experiences enter the conversation, layers of difference can add even more tension to the dialogue.

Importance of Engaging in Difficult Conversations

- “The best things in life are on the other side of a difficult conversation,”
- “If we can have the conversation in a better way, we can make meaningful change in the world around us.”

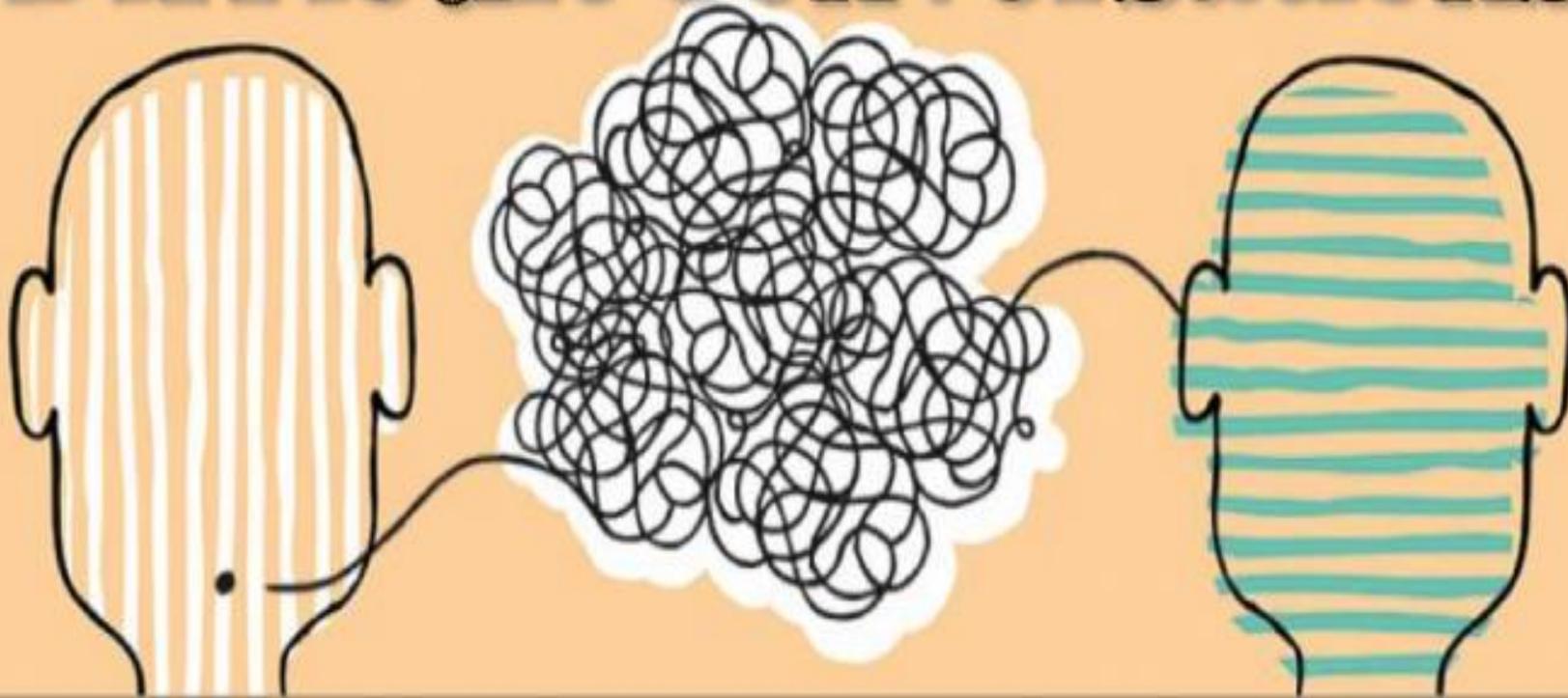
Kwame Christian Legal analyst at the Kirwan Institute for the Study of Race and Ethnicity



"Race conversations can
be very uncomfortable.
That doesn't make them
bad."

AUSTIN CHANNING BROWN

Effectively Engaging in Difficult Conversations



Difficult Conversation Checklist

- Think and plan carefully in advance.
- Avoid drifting into unplanned difficult conversations.
- Set objectives for what both sides will take away.
- Be sure of your facts.

Difficult Conversation Checklist

- Be prepared for different scenarios, directions.
- Establish connection, trust, empathy.
- Watch for the impact of your delivery.
- Be open to different points of view.

Difficult Conversation Checklist

- Be prepared to shift gears.
- Don't lose self-control (Use mantras).
- If the other person, loses control, take a time out or end the session and reschedule.
- Never, never, never get personal.

Start with a Small Group

- Helpful to bring a small group together.
- Limit the group size to maximum of 4 other people.
- Provides opportunities for individuals to share their opinions.
- Ensures good and healthy conversations, allows individuals to engage, and for everyone to be heard.

Effectively Engaging in Difficult Conversations

1. Start with empathy and state the purpose of the conversation

Empathy allows us to interact effectively, It is the “glue” that draws us to help others and stopping us from hurting others.

Empathy is about
connection;
sympathy is about
separation.

-Brené Brown

Empathy Quotes

Empathy is seeing with the eyes of another, listening with the ears of another, and feeling with the heart of another

Alfred Adler



Conversation Starters

Be an active listener and show you're engaged.

- Listening is just as important as talking. The best way to really listen is using the therapy skill "reflective listening."

*To "Listen"
Another's Soul
Into a condition
Of disclosure
And discovery
may be almost
The greatest
Service that any
Human being
Ever performs
For another*

Douglas Steere from "Gleanings: A Random Harvest"

Conversation Starters

Signal with open-minded body language.

- Nonverbal communication speaks volumes.
- Make sure you maintain some level of engagement through eye contact, not constantly looking at your phone or around the room and keep your arms at your side comfortably.
- Demonstrates that you are open to the conversation and willing to listen to their perspectives.

Conversation Starters

Ask open-ended questions.

- Offer safe space to share opinions without getting defensive.
- Questions that convene empathy:
 - "How do you feel about this or that?"
 - "Can you imagine what it feels like to be treated that way?"

Conversation Starters

Embrace the fact that you will be uncomfortable approaching the subject

- Assure the individual (s) that the conversation will not have any impact on their professional or personal dealings with you.
- Use “I” statements.

Effectively Engaging in Difficult Conversations

2. Discuss, Don't Debate.

- State the purpose is to engage in open and honest dialogue emphasize that the purpose of getting together is discussion, not debate or disagreement.
- Set up discussion ground rules.
- Articulate that the point of the conversation is to chart a course for future actions to eliminate racism.

Conversation Starters

- Share how you're feeling and be respectful of other perspectives.
- Acknowledge that it's difficult and validate the other person's feelings.
- Be curious and ask open questions to better understand the other person's viewpoints.
- View your conversation as moving the needle and getting closer to solving a joint problem.

Effectively Engaging in Difficult Conversations

3. Be open to feedback and admit mistakes

- Admitting your mistakes and failures shows how vulnerable you are.
(strength)
- Showing yourself as a human being with all your flaws.

Conversation Starters

Validate other people's emotions.

- When individual brings up how they feel about a certain situation, offer support.
- Validating someone's emotions is really important because oftentimes, especially for people of color, their emotional experiences are invalidated.
- Don't cut off the conversation when emotions are high.

Conversation Starters

- Stay engaged and ask questions to try and understand their point of view and thoughts.
- Don't cut individuals off while speaking. Listen and show that you care.
- Be honest and speak your mind. This is not the time where you hide your feelings or thoughts.

4. Receiving Feedback

- Take in what the individual(s) is telling you. (Learning opportunity)
- Put your feelings and perceptions of your behavior aside. This is not about you, its about how you made them feel
- Unconscious bias is an action that not everyone is aware they are inflicting, so take this as a chance for you to know how you are perceived.

4. Receiving Feedback

- Be the first to apologize for a suboptimal situation and accept responsibility for your part.
- Work with the individual(s) to determine new ways of dealing with their feelings and perceptions.
- For example, you can say:

“I didn’t think of that before. I am so sorry for making you feel that way.”

4. Receiving Feedback

- Do not become defensive or personalize.
- Don't end the conversation because it becomes uncomfortable.
- Don't default to "guilt" "privilege" or "attack" mode.

TALK

T – Think about framing how you think about the conversation differently. Don't label it as 'difficult'. It may be about a tricky subject but, by suggesting solutions or alternatives, you can focus on constructive outcomes

A – Always use clear, simple and neutral language. Refer to specific examples and facts

L – Listen to what the other person is saying and hear their point of view. Show you care about how they see things

K – Keep the focus on the issue, not the person

B-I-F Feedback Tool

If it is safe to do so, ask to speak to the individual in a private and neutral setting.

- Describe the **Behavior**.
- Share the **Impact** of the behavior.
- Identify the **Feelings** and emotions evoked by the behavior.

4. Receiving Feedback

- Agree on mutual action plan and walk the walk.
- Identify ways to provide support.
- Ask the individual(s) to guide you and help you learn more about their culture, beliefs and ways of thinking.

Action Plan

“To make a real change we have to understand each other, that takes talking and most importantly listening to each other to bridge our differences so let’s start there and I would love for us to work together on how we can do so.”

Providing Support

“I am aware of the current events and I really wanted to make sure you are ok. I don’t know how this is affecting you or how you are feeling about it but I wanted check in with you and say I am here for you if you ever wanted to speak about it.”

Effectively Engaging in Difficult Conversations

5. Educate yourself.

- Numerous resources to help you learn about racism and unconscious bias.
- Read about it and discuss the lessons learned with your team member or colleague.
- Demonstrates that you have listened and taken in their feedback.

Conversation Starters

- Consider reading a book or watching a movie to learn together.
- Book club format for learning and talking through historic and systemic racism.
- Get to know your neighbor, colleague, fellow parishioner, etc. Be curious, ask questions.

Tips for supporting diversity and inclusion at work



Tips for supporting diversity and inclusion at work

1. Get to Know More People of Color (Colleagues/Co-Workers)
 - Fear is often the root of bigotry and one of the best antidotes for erasing fear is knowledge and familiarity.

Tips for supporting diversity and inclusion at work

2. Join a diversity committee. If there isn't one, start one.
 - If you're struggling to step outside your comfort zone, this is an easy way to take action.

Tips for supporting diversity and inclusion at work

- It sends a signal to those around you that you have some level of empathy and interest.
- Doesn't just create opportunities to meet new people; it also provides an opportunity to learn a lot and begin to see issues from a different perspective.

Tips for supporting diversity and inclusion at work

3. Talk to your children about race

- It's important to talk to your children about slavery, and other historical atrocities inflicted on people of color, LGBTQ, indigenous people, and immigrants which is often not taught in schools.
- Too many children grow up in their own little bubble with little understanding of the complexities of the outside world.

Tips for supporting diversity and inclusion at work

4. Mentor a person of color

- If you're in a leadership position in your organization, don't wait for a mentoring program.
- Find a young person of color in your organization who is doing great things and take them under your wing.

Tips for supporting diversity and inclusion at work

- Even better, encourage your peers in senior ranks to do the same.
- We all know the critical importance of access to power.
- Break that vicious cycle by providing that valuable access to some who may never otherwise have it.

Tips for supporting diversity and inclusion at work

5. Encourage objective selection processes

- Too often when selection processes or other decisions are made without clear cut objective criteria, people of color end up getting the short end of the stick.
- Unconscious bias often encourages decision makers to prefer one candidate over another.

Tips for supporting diversity and inclusion at work

Reduce unconscious bias by insisting on blind review processes and clearly defined objective criteria that's confirmed before the options are presented.

Tips for supporting diversity and inclusion at work

6. Don't work for companies that aren't diverse

- Barring few extreme anomalies, there's simply no reason for companies of any significant size to not be diverse. Period.
- One of the most soul stripping feelings is knowing that you're working in an environment that isn't consistent with your values so if you value racial justice and human rights and know that your company does not, leave.

Tips for supporting diversity and inclusion at work

7. Challenge your own stereotypical beliefs
 - Changing your behaviors and actions starts with changing your thoughts.
 - Challenge yourself to identify your own deeply embedded stereotypes or bigoted thoughts.

it takes
courage to
change your
beliefs



#WHITEHOTTRUTH
DANIELLELAPORTE.COM

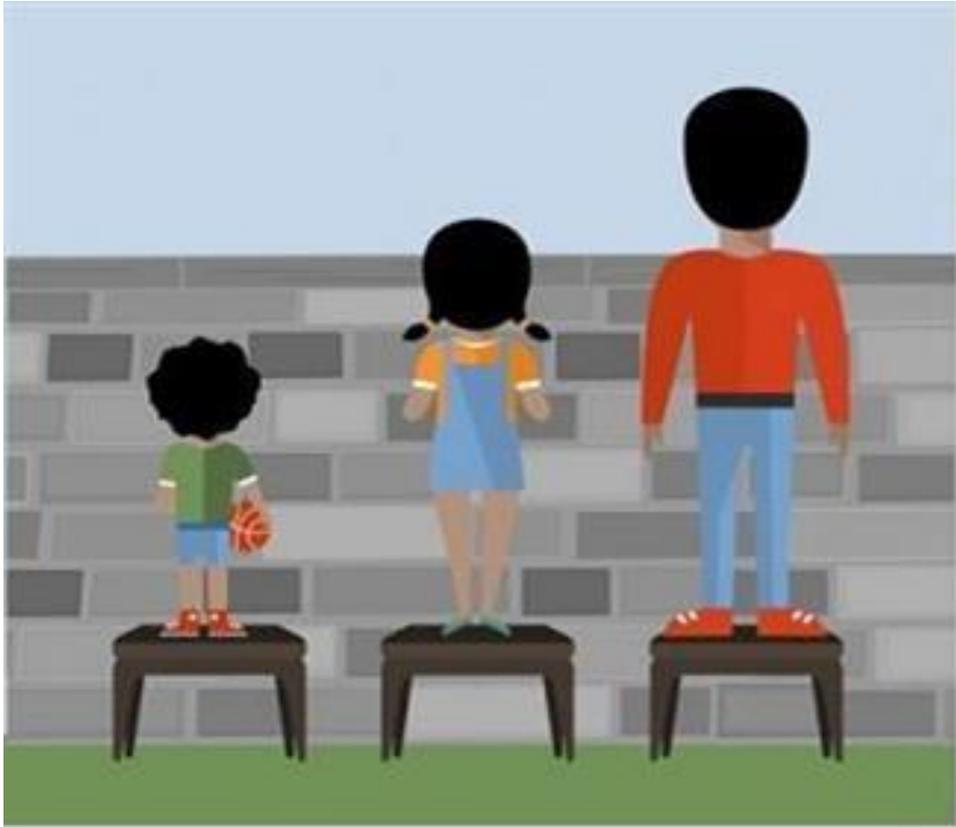
Tips for supporting diversity and inclusion at work

8. Insist on diversity on leadership teams
 - There's no real excuse for leadership teams with little to no diversity.
 - Simply point this out to the group. Ask: *"I'm noticing that our team isn't too diverse. Is anyone else concerned about that?"*
 - Once there is increased diversity, make sure there's real inclusion as well.

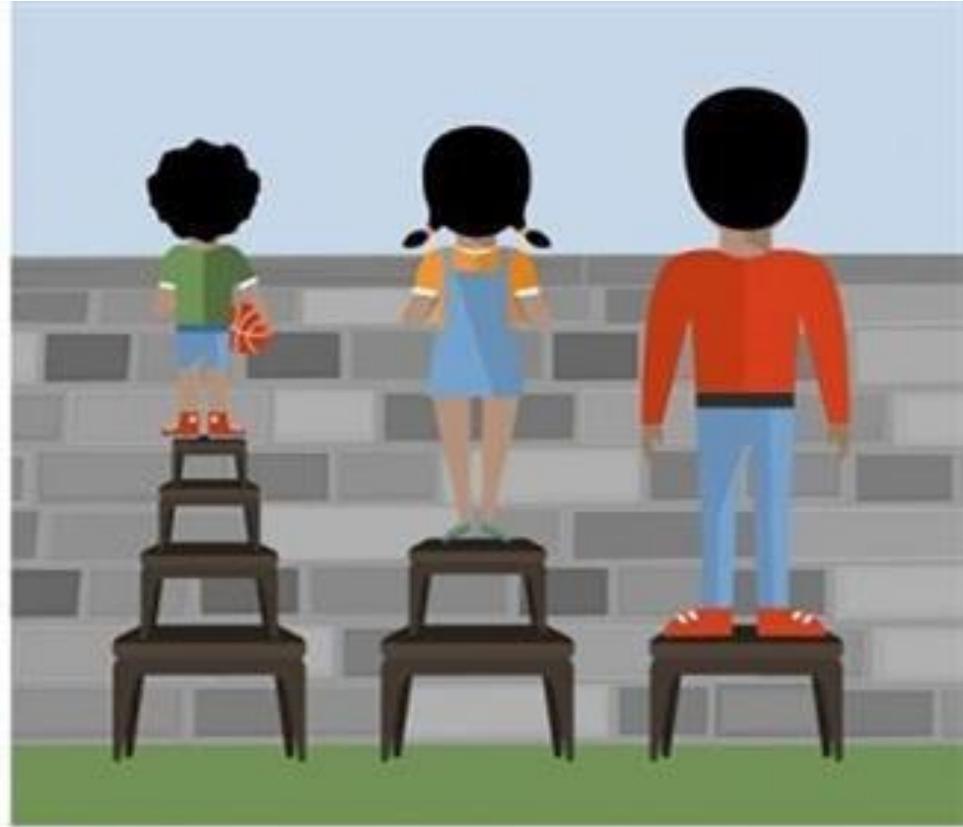
Inclusion/Inclusiveness

- Welcoming and embracing the strengths of our differences, encouraging involvement and providing equal access to opportunities and information.
- Inclusive environments are about equitable treatment.

Equality is Not Equity



Equality



Equity

Tips for supporting diversity and inclusion at work

9. Speak up publicly

- Microaggressions and inequities are pervasive in the workplace, and it's so important to speak up when they happen.
- If you see or hear something, say or do something.

Tips for supporting diversity and inclusion at work

Don Lemon was widely praised on social media for using his platform to lovingly but publicly call out celebrities who had contacted him privately in the aftermath of these racially charged events but ostensibly hadn't taken action or voiced outrage publicly, and he is so right.

Final Thought

There are conversations you haven't had, stories that need to be unraveled. And if we all do that in our backyard, in our office, in our families, have the difficult conversations, miracles happen.

Elizabeth Lesser

**SUPER
SOUL
sunday**



ANTI-RACISM RESOURCES

Listen



Act



Join the Black Lives Matter movement to fight for freedom, liberation and justice by signing up for updates, supporting the work, utilizing the resources, and following on social media



Contact your representatives and ask them to support Rep

Donate

- [Black Visions Collection](#)
- [Reclaim the Block](#)
- [Know Your Rights Camp](#)
- [Minnesota Freedom Fund](#)
- [George Floyd Memorial Fund](#)
- [Campaign Zero](#)
- [Black Lives Matter](#)
- [Communities United Against Police Brutality](#)
- [I Run With Maud](#)
- [NAACP Legal Defense Fund](#)
- [American Civil Liberties Union](#)
- [Black Lives Matter Seattle-King County Freedom Fund](#)
- [Northwest Community Bail Fund](#)
- [National Bail Out](#)

In Solidarity: Black Lives Matter

30 Organizations That Empower Black Communities

1. Black Lives Matter
2. Black Alliance For Just Immigration
3. Trans Women Of Color Collective
4. Black Girls Code
5. NAACP
6. Common Ground Foundation
7. The Trayvon Martin Foundation

30 Organizations That Empower Black Communities

8. The Pennsylvania Prison Society

9. Blackout for Human Rights

10. Incite! Women of Color Against Violence

11. Audre Lorde Project

12. National Black Justice Coalition

13. We Are here

14. Million Hoodies

30 Organizations That Empower Black Communities

- 15. Color of Change
- 16. Black Youth Project
- 19. #Cut50
- 20. The Innocence Project
- 21. My Brother's Keeper
- 22. National Urban League
- 23. Black Women's Blueprint
- 24. The Empowerment Program

30 Organizations That Empower Black Communities

25. Fierce NYC

26. National Action Network

27. Black Organizers for Leaders and Dignity

28. Black Planning Commission

29. Sister Love

30. National Black Women's Justice Institute

Resources: Books for Adults (Fiction)

- The Bluest Eye by Toni Morrison
- A Raisin in the Sun by Lorraine Hansberry
- Their Eyes Were Watching God by Zora Neale Hurston
- An Black and Latinx History of the United States, by Paul Ortiz
- Eloquent Rage: A Black Feminist Discovers Her Superpower by Dr. Brittney Cooper

Resources: Books for Adults (Fiction)

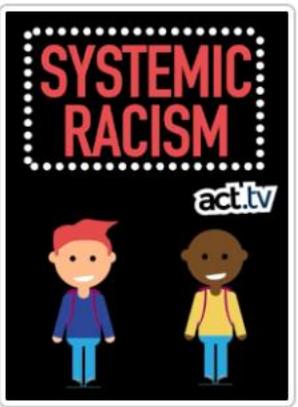
- Everything You Wanted To Know About Indians But Were Afraid To Ask, by Anton Treuer
- The Fire Next Time by James Baldwin
- Friends Disappear: The Battle for Racial Equity in Evanston by Mary Barr
- Heavy: An American Memoir by Kiese Laymon
- How To Be An Antiracist by Dr. Ibram X. Kendi

Resources: Books for Adults (Fiction)

- I Know Why the Caged Bird Sings by Maya Angelou
- An Indigenous Peoples' History of the United States, by Roxanne Dunbar-Ortiz (
- Just Mercy by Bryan Stevenson
- Lies my Teacher Told Me, by James Loewen
- The Making of Asian America, by Erika Lee
- Me and White Supremacy by Layla F. Saad

Resources: Books for Adults (Fiction)

- Microaggressions in Everyday Life: Race, Gender, and Sexual Orientation, by Derald Wing Sue
- A People's History of the United States, by Howard Zinn
- Racism without Racists: Color-Blind Racism and the Persistence of Racial Inequality in America, Fifth Edition, by Eduardo Bonilla-Silva
- White Fragility: Why It's So Hard for White People to Talk About Racism by Robin DiAngelo, PhD
- Why Are All the Black Kids Sitting Together in the Cafeteria?: and Other Conversations about Race, by Dr. Beverly Tatum



Black Authors

COLORLINES

Dear White People...
10 Ways You Can Show Up for your Black Friends and Colleagues

EMERALD
Amplifying the Authentic Narratives of South Seattle

A CALL TO WHITE PEOPLE: IT'S TIME TO LIVE IN THE ANSWER

MAYA ANGELOU

I Know Why The Caged Bird Sings

NETFLIX

FROM AVA DUVERNAY
DIRECTOR OF SELMA

FROM SLAVE TO CRIMINAL WITH ONE AMENDMENT

13TH
OCTOBER 7

EMERSON SMITH DANTE CRICHLAW

SEE YOU YESTERDAY
A NETFLIX FILM

MAY 17 | NETFLIX

King County Library System

Juneteenth:
Ijeoma Oluo and Ahamfele Oluo in Conversation

WEBINAR

NEW YORK TIMES BESTSELLER

HOW TO BE AN ANTIRACIST
IBRAM X. KENDI

NEW YORK TIMES BESTSELLER

10th ANNIVERSARY EDITION

THE NEW JIM CROW
MASS INCARCERATION IN THE AGE OF COLORBLINDNESS

MICHELLE ALEXANDER
WITH A NEW PREFACE BY THE AUTHOR

NEW YORK TIMES BESTSELLER

The Unspoken Truth of Our Racial Divide

NATIONAL BOOK CRITICS CIRCLE AWARD WINNER

WHITE RAGE

CAROL ANDERSON

KERRY WASHINGTON STEVEN PADOVALE

AMERICAN SON
A NETFLIX TELEVISION EVENT

GROW BY ANY MEANS NECESSARY

DEAR WHITE PEOPLE

WITH HIS DREAM FOR AMERICA BECAME A NIGHTMARE

KING
IN THE WILDERNESS

THE NEW YORK TIMES BESTSELLER

So you

when they call you

NATIONAL BESTSELLER

WHY ARE ALL THE



CALIFORNIA CONFERENCE FOR EQUALITY AND JUSTICE

HOME ABOUT WHAT WE DO NEWS & EVENTS MAKE A DIFFERENCE CONTACT

Heart 2 Heart: Southern California Racial Justice Dialogue Institute Information Sessions – October 15 & October 17

17 October, 2019

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Commitment to Racial Justice

The Legal Aid Association of California (LAAC) is in solidarity with the protests, uprisings, and rebellions against the police killings of Black people and all forms of violence against Black, Indigenous, and People of Color (BIPOC) and trans communities.

We **condemn** state-sanctioned violence, white supremacist vigilantism, the continued murders of Black trans women, and all forms of systemic violence enacted against BIPOC communities. We **support** the call for fundamental, deep change of systems of policing and criminal justice that involve the surveillance and over-policing, incarceration, and unnecessary use of force in communities of color and specifically in the Black community. We **support** the demand for the abolition of police and the call to build community-based responses to violence, structures that prevent the loss of BIPOC lives, undermine mass-incarceration, and actually provide safety, reconciliation, and justice for our communities.

Our intention is to share a piece of the conversations we've been having internally, about the ways racial justice intersects with our work, and how we can better center racial justice in our own organization and in the work we do as part of our larger communities. We are still learning. We know that many

th.jpg

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Search ... [magnifying glass icon]

ORGANIZATIONS ADDRESSING POLICE ACCOUNTABILITY AND RACIAL JUSTICE

View an interactive map of organizations addressing police accountability and racial justice.

Please note that this list is in formation and is regularly expanded based on recommendations from the field and from funders. If you would like to suggest an organization for this list, or you are part of an organization that you think should be on this list, please write to us at fundersforjustice@nfg.org.

Show 25 entries

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Name	State
ABFE: A Philanthropic Partnership for Black Communities	National
ACLU of Arizona	Arizona

ACLU of New Jersey	New Jersey
Action Now	Illinois
Advancement Project	National
All of Us or None	California
Alliance of Californians for Community Empowerment	California
Alliance of Families for Justice	New York
Amnesty International	National
Anti Police Terror Project	California
Anti-Violence Project	New York
Arab American Association of New York	New York
Arizona Center for Empowerment	Arizona
Asian American Legal Defense & Education Fund	National
Assata's Daughters	Illinois
Audre Lorde Project	New York
Baltimore Algebra Project	Maryland
Baltimore Bloc	Maryland
Baltimore United for Change	Maryland
Baltimore United for Change – Legal Bail Support for Baltimore	Maryland
Bill of Rights Defense Committee	National
Black Alliance for Just Immigration	National
Black Lives Matter	National
Black Lives Matter Memphis	Tennessee
Black Organizing for Leadership & Dignity	National

Showing 1 to 25 of 168 entries



