Creating an Inclusive Culture: One Difficult Moment at a Time

HERO Webinar– Jessica Halem

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It’s awkward.
It’s hard.
But nothing will change if we don’t try.
Learning to give and receive feedback well is the hardest thing you will ever do at work.
Diverse and inclusive organizations have employees that are 19% more likely to stay.
83% of Gen-Z said they consider an employer's commitment to diversity and inclusion when deciding where to work. 1

75% would think twice before applying for a job at an organization if they weren't pleased with their efforts to promote diversity and inclusion. 2

1 https://hiring.monster.com/resources/blog/monsters-2020-state-of-the-candidate-infographic/
Americans' Self-Identification as Lesbian, Gay, Bisexual, Transgender or Something Other Than Heterosexual, 2012-2022

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Jones, J. M. (2023, June 5). U.S. LGBT identification steady at 7.2%
Total LGBT Identifying, by Generation 2022

- Gen Z: 20%
- Millennials: 11%
- Gen X: 3.30%
- Baby Boomers: 2.70%
- Silent Generation: 1.70%

Jones, J. M. (2023, June 5). U.S. LGBT identification steady at 7.2%
LGBTQ+ people in historically minoritized racial and ethnic groups experience much higher rates of poverty, unstable housing, and lack of health care.

LGBTQ+ people face family and religious rejection and anxiety over concealing sexual orientation and gender identity.

LGBTQ+ people experience “cumulative trauma” both personally and as a community because of discrimination and violence.

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You do not need to understand to treat everyone with respect and dignity.
Belonging

A fundamental human need—the feeling of deep connection with social groups, physical places, and individual and collective experiences.
The Loneliness Epidemic

The mortality impact of being socially disconnected is similar to that caused by smoking up to 15 cigarettes a day.
“I don’t know where to begin.”
Making Mistakes with Grace
Check yourself before your wreck yourself. Are your first impressions and assumptions accurate, or are you relying on out-of-date information or stereotypes that may not fit the facts?
Seek feedback. Ask someone from a different background and ask what to expect, how to approach something new, ask what is respected and valued, and look for and respond to behavioral cues.
Create opportunities to ask or to observe what motivates others. Reflect on the differences between key motivators for them and for yourself, and how to best address what motivates them.
Ask why. If a colleague asks or responds in a way that you did not expect, respectfully ask for more information about what they are thinking and why.
Language = Power
Reconsider:

\underline{ladies} \hspace{1cm} \underline{gentlemen} \hspace{1cm} \underline{ma’am} \hspace{1cm} \underline{sir} \hspace{1cm} \underline{girls} \hspace{1cm} \underline{guys}

Try instead:

"Thanks, \textit{friends}. Glad you all are here."

"Good morning, \textit{team}."

"Hi everyone."

"What a great kid."

"Can I tell you all something?"

Why?

We need not gender everyone all the time. Especially kids. Especially at work. Shifting to gender neutral language helps us be more human first.

\textbf{Be mindful of language}
Find the path that helps us all treat each other with respect and dignity.
THANK YOU

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