



A Thousand Paper Cuts

Addressing the Impact of Diversity

Wednesday, June 25, 2014

**BALTIMORE
MARYLAND**

JUNE 22-25



**Psychiatric
Rehabilitation
Association**

Growing and Training the Recovery Workforce

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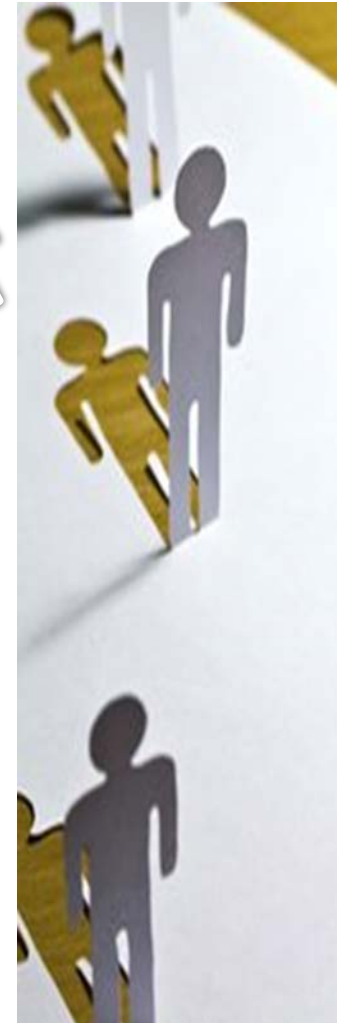
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Foundational Resources

- Domain VII: Diversity and Cultural Competency
 - Core Capabilities:
 - Active engagement
 - Multiculturalism (understanding self to understand others)
 - Intercultural curiosity
 - Communication adaptability
 - Addressing interpersonal and institutional barriers
 - developing partnerships and building collaborations
- PRA Multicultural Principles

The Goal for this Session

- As we examine microaggressions and make them visible, our goal is not to judge whether or not we interpret them as microaggressions, or question why others see them that way.
- Rather, our goal is to generate an awareness of the fact that our intent may not equal impact.
- Recognizing the way others may be affected by our language (even if well---intended), builds empathy and is a first step in becoming more aware and making microaggressions visible.



During our Time Together Let Us...

- Actively participate both in listening and contributing.
 - Ask questions, address apprehensions, tolerate ambiguity
- Mutually respect and appreciate our diversity
 - Approach this process with an open mind, putting a “pin” in prejudice, a stopper on disagreements, celebrate accomplishments and receptivity to *possibilities*!
- Be fully present
 - Silence the cell phones and resist the urge to text
- Work together to make this a comfortable, informal and safe experience

Kick Off Activity

What ties us together?

- In small groups:
 - Introduce yourselves;
 - Identify what you all share in common – beyond the obvious (*i.e., no body parts or the fact that we are psych rehab practitioners*)
- Together we will discuss:
 - in what ways do these commonalities strengthen us and prepare us to “voice” the things that separate us?



Culture and Diversity

Key Points:

- Everyone has a cultural identity, but may not always be recognized or defined by the person
- Culture and identity are dynamic and constantly changing
- People may be influenced by and identify with more than one culture or cultural group
- It is a personal choice which culture(s) one identifies with regardless of the cultural background.
- While culture influences beliefs, values and behavior, there are unique differences within any culture



People are not homogenous

- While a person's cultural, ethnic, or religious identity is likely to have a significant influence, either conscious or unconscious, on their beliefs, behavior, values and attitudes, there are a range of other factors that are relevant. For example:
 - age, gender, education and socioeconomic status
 - level of proficiency in English
 - reason for migration/immigration and how long they have been living in this location
 - the extent of identification with a particular cultural or ethnic group
 - level of acculturation into the dominant American culture
 - other individual factors.

Who are we?

The many faces of diversity

- 3 min Video Clip for perspective:
 - Impact: how our diverse experiences, shape us, divide us and link us



What pulls us apart?

Key Terms

- ***Stereotypes***
 - An oversimplified image or statement applied to a whole group of people, without regard for the individual.
- ***Bias***
 - Bias is an attitude, belief or predisposition to see events, people or items in a positive or negative way.
- ***Prejudice***
 - an unfavorable opinion or feeling formed beforehand or without knowledge, thought, or reason
- ***Discrimination***
 - the practice of unfairly treating a person or group of people differently from other people or groups of people



Preliminary Thoughts

- Nice people have biases.
- Biases do not make us bad people.
- Members of any group can have biases.
- All but the most deeply-held of biases can be defeated.

🔑 The key: The actions you take (*You have a choice and you have the power*)



What make the difference?

- Silent Collusion
 - To go along with through silence.
- Ally
 - Someone who speaks up on behalf of someone else.

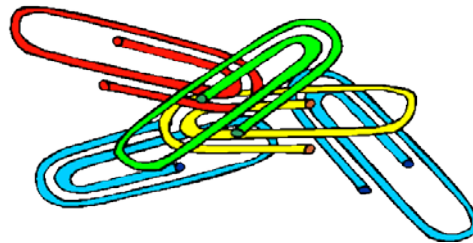
“The simple act of naming a bias as such or objecting to it on the spot establishes a social atmosphere that discourages it: saying nothing serves to condone it.” – Daniel Goleman
Emotional Intelligence

Self-Reflection Activity

- Addressing the principle: Understanding self to understand others

Instructions:

- Each of you have a cup of paperclips
- Listen closely to the instructions
- Sit back, Feel and Reflect



Maya Angelou said....

“...people will forget what you did, people will forget what you said, but they’ll never forget how you made them feel.”



A Question

- Please respond to the following:
A- Have you ever felt that you were judged based on your identity, looks, gender, race/ethnicity or sexuality?
B- Have you every judged someone based on their identity, looks, gender, race/ethnicity or sexuality?

Microaggressions

- First proposed in 1970 by Dr. Chester Pierce
 - Coined the term *microaggression* which he described as “subtle nonverbal exchanges, put- downs, demeaning implications and other subtle insults against minorities.”
- Resurrected by Derald Wing Sue, PhD.
 - To describe, “brief and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative slights and insults.”

“A Thousand Paper Cuts”

- Linked to paper cuts by Alvin Poussaint, PhD.
 - Describing “the cumulative impact of experiencing microaggressions is like “death by a thousand nicks.”...



Exploring the “Ouch”



- Insults
- Assaults
- Invalidations



Insults

- Subtly insensitive and demeaning comments about a person's identity or heritage, usually unconsciously

asking a person of color which scholarship they received for admittance to college
joking that you cannot give female constructive feedback or she'll cry
"helping" a wheelchair user without asking if they need assistance
trying to finish a sentence for a person with an accent or with a stutter

Assaults

- Conscious and intentional biased statements that discriminate one's identity
- Denying a child from dating someone of the same sex
- Whistling and shouting women as they walk by
- Using racial slurs
- Denying accommodations for transgender persons

Invalidations

- Subtly excluding or negating the feelings or experiential reality of a person's identity
- Color---blindness
- Repeatedly asking someone where they were born
- Being complimented for speaking good English
- Pictures that represent organizations as homogeneous

Activity:

Exploring Microaggressions

Part I:

Using the handout, follow the instructions. Be ready to explain each choice. Think critically about how a person could interpret these statements as a “put down.”

Part II:

After you have finished matching the statements with the interpretations, choose **four statements** and rewrite them so that they do not contain a hidden or negative message.



TIPS & TOOLS: MANAGING THE IMPACT

Enhancing Multicultural Effectiveness

“Ouch –Oops – Aha”

- Ouch – we recognize it (tracking);
- Oops – we work to understand it (cultural empathy) and
- Aha – we address it (critical thinking)

Video Clip

- 3 minutes (The Power of Empathy)

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Making a difference: The Power on One!

- A template for building a stronger (inclusive and welcoming) service culture - community.
 - What can you do to make a difference?
 - From session, what seems the most promising?
 - What might support you as you act on this idea?



We are unique.

We never Ass-u-me – Why?

- Not to making assumptions based on stereotypes is a challenge however,
- Assumptions obscure and limit collaboration, inclusion and the development of trust.
- Some tips
- Avoid making assumptions by:
 - Asking for clarification when needed
 - Checking that what has been discussed is properly understood
 - Acknowledging limited understanding and asking for assistance to increase understanding.

What can we do?

- Make the invisible visible
 1. Learn from constant vigilance of your own biases and fears
 2. Engage in experiential reality: interact with people who are different from you in social identities
 3. Don't be defensive
 4. Be open to discussing your own attitudes and biases and how they might have hurt others or may have revealed biases on your part
 5. Be an ally – Stand personally against all forms of bias and discrimination

(D. W. Sue, 2010)

Wrap-up

- Just For Fun before we go:
- “My Last Nerve” A facilitated round robin of communication habits that get on our nerves and sharing what we do to address them

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*Thank You for your interest, energy and
participation.*

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