



UNDERSTANDING MICROAGGRESSIONS

Amy Saini, CPHR

ACKNOWLEDGEMENT

This workshop is taking place on the unceded territory of the Coast Salish Peoples, including that of the x^wməθkwəy'əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ (Tsleil-Waututh) Nations.

WORKSHOP LEARNING OBJECTIVES:

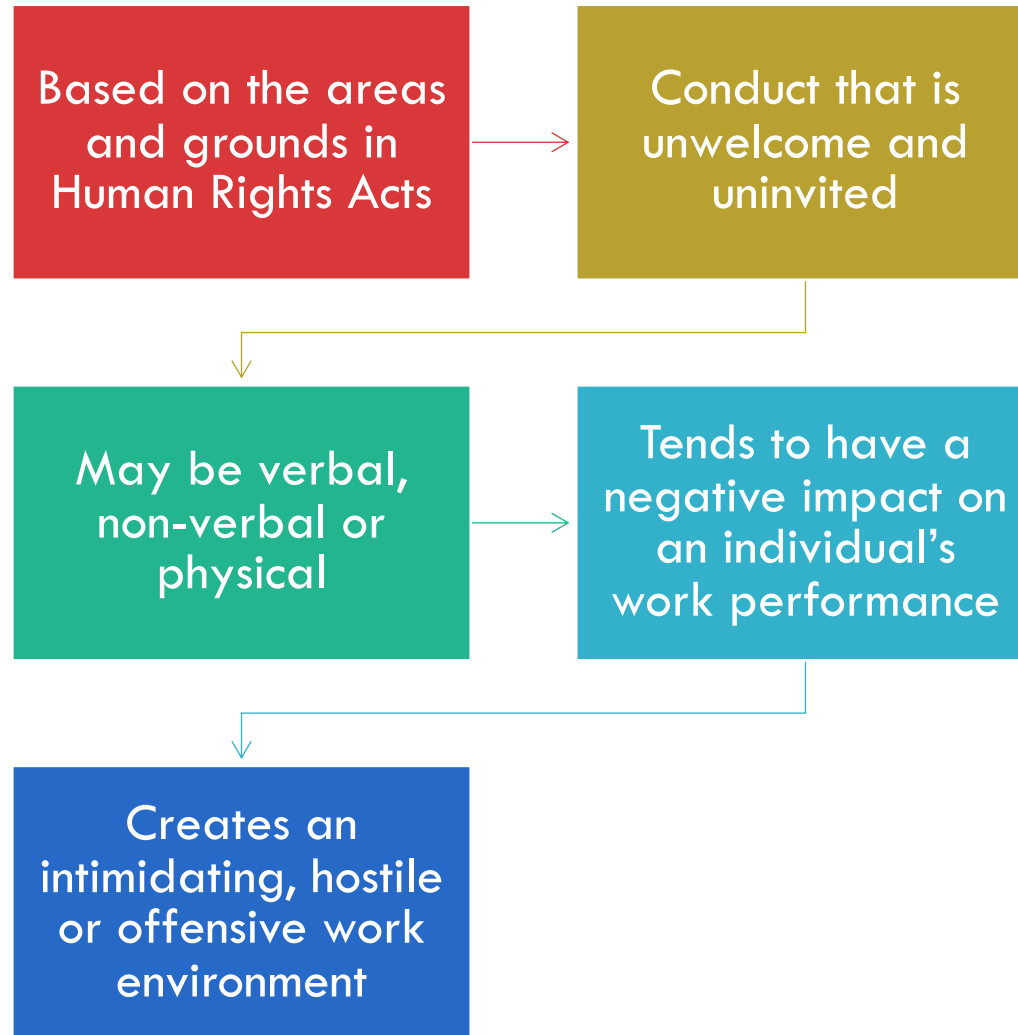
1. Building Respectful Workplaces
2. Human Rights Code and discrimination
3. Navigating Microaggressions



HOW DO WE DEFINE BULLYING & HARASSMENT?

- Bullying and Harassment includes any inappropriate conduct or comment by a person towards a worker **that the person knew or reasonably ought to have known** would cause that worker to be humiliated or intimidated.

We have a **legal responsibility** to respond to workplace bullying & harassment.



WHAT IS WORKPLACE BULLYING & HARASSMENT?

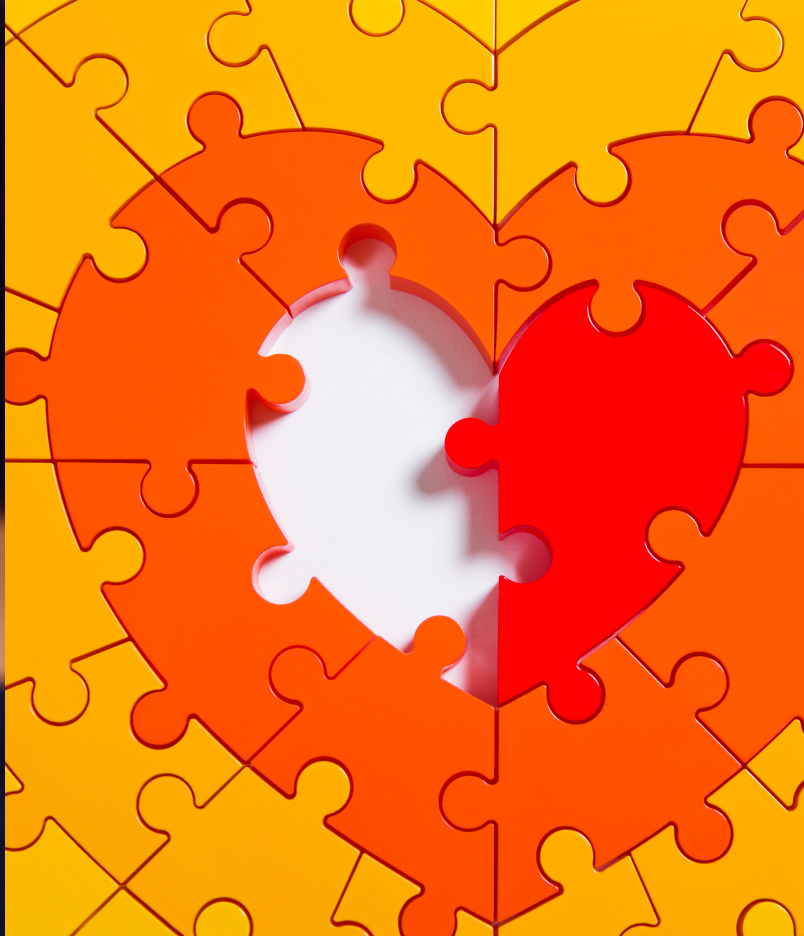
WHAT IS A MICROAGGRESSION?

- Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership

- Excerpted from [Diversity in the Classroom](#), UCLA Diversity and Faculty Development

BC HUMAN RIGHTS CODE





IMPACT VS INTENT

“I didn’t mean to...” “It still hurts.”

'She's acting bi-polar.'

'I believe the most qualified person should get the job'

'Your name is a mouthful. Is there a nickname I can use instead?'

NO, WHERE ARE YOU REALLY FROM?

'You don't act gay.'

'Everyone can succeed in our society if they try hard enough'

'You're so well spoken.'



DISCUSSION



What is the impact of microaggressions on the individual?



What is the impact of this microaggression on the organization?

I DIDN'T MEAN ANYTHING BY IT...

1

What was the context leading up to the comment or action?

2

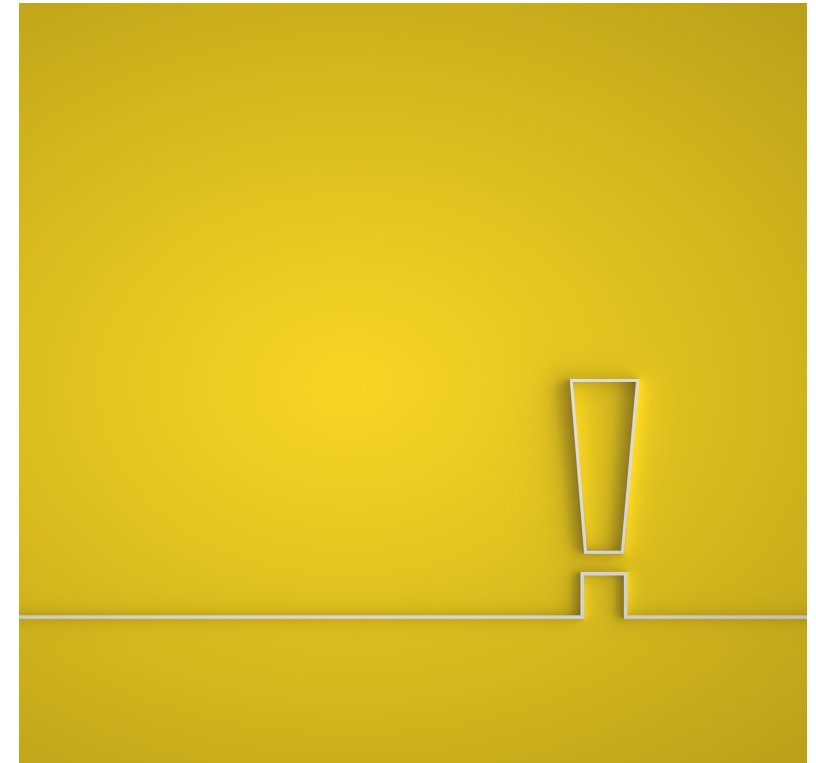
Is it likely that the same comment or action would have been made towards a member of a non-marginalized group?

3

Is there an alternative explanation for the behaviour? Is the explanation credible in the circumstances?

4

Is there a particular stereotype associated with the comment or action?



3 STEP APPROACH TO ADDRESS MICROAGGRESSIONS AT WORK

IDENTIFY

- State to those involved what you saw or heard.
- Do this respectfully by objectively sharing what you witnessed

REFRAME THE NARRATIVE

- Share why you think the exchange may be hurtful to some people.
- This is an opportunity for respectful dialogue

EDUCATE

- Ask questions, especially of those who may experience implicit bias
- Seek to understand the experience of others
- Pursue professional development opportunities that focus on inclusion.

“People who experience microaggressions are caught in a Catch-22. If they question the perpetrator, denials are likely to follow. Indeed, they may be labeled "oversensitive" or even "paranoid.”

If they choose not to confront perpetrators, the turmoil stews and percolates in the psyche of the person taking a huge emotional toll. In other words, they are damned if they do and damned if they don't.”

– *Dr. Derald Wing Sue*



WORKPLACE MICROINEQUITIES

Listening with your arms closed across your chest

Losing eye contact while someone speaks to you

Using your phone while someone is talking to you

Typing away at your keyboard while someone is talking to you

Replying to someone with sarcasm

Being much more attentive to one employee than to another

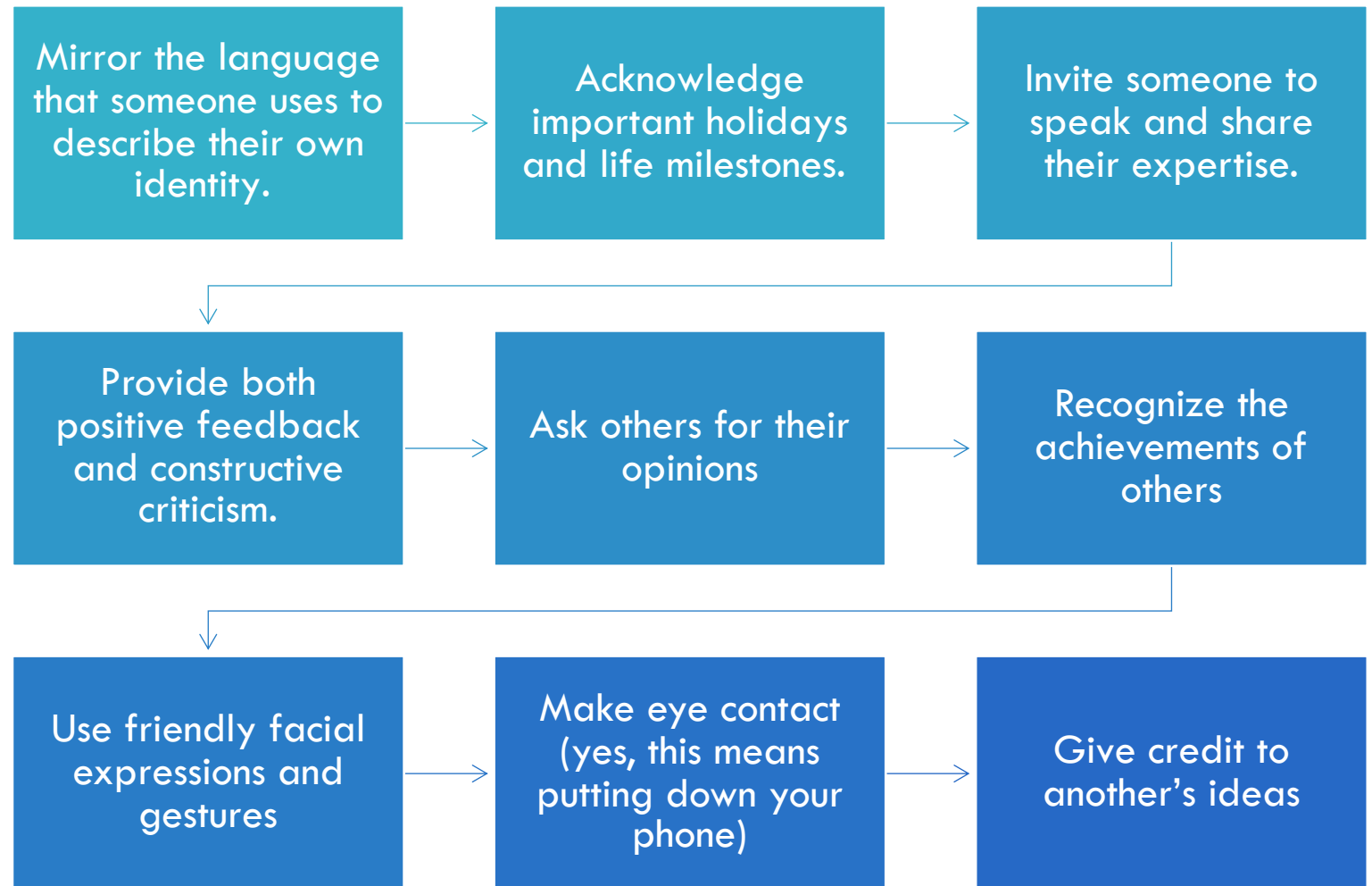
Rolling your eyes or not paying attention when someone who is considered to be 'different' is speaking or sharing an idea

Greeting some members when they join a group while ignoring others

MICRO- AFFIRMATIONS

'MICRO- AFFIRMATIONS ARE TINY ACTS OF OPENING DOORS TO OPPORTUNITY, GESTURES OF INCLUSION AND CARING, AND GRACEFUL ACTS OF LISTENING' –

DR. MARY ROWE



THE LEARNING MOMENT

What is something valuable that came out of today's session which will influence how you show up in the workplace?

'Inclusion is not a matter of political correctness. It is the key to growth.'
- Jesse Jackson





ADDRESS

225 145 Chadwick Court
North Vancouver, BC
V7P 3B8

PHONE & EMAIL

 (604) 819-7239
 amy@hrwest.ca
 www.hrwest.ca

SOCIAL MEDIA

 [Amy Saini CPHR](#)
[HR West Consultant](#)

[HR West Consulting](#)

