

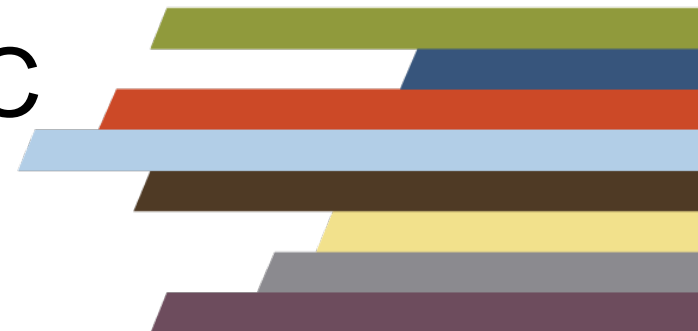
South East ATTC

Presents

Diversity and Inclusion in the Workplace:
A Focus on Substance Use Disorders and
Mental Health Treatment Settings

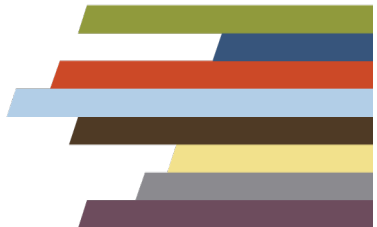
Presenter

Mark Sanders, LCSW, CADAC

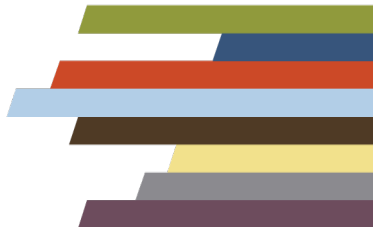


Question

Where and how did you learn biases, assumptions, and stereotypes?

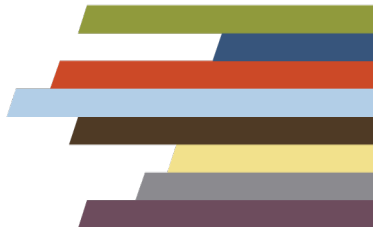


Definition of Key Terms



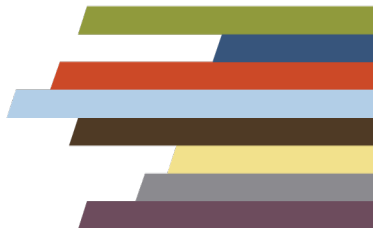
Cultural Competence

The ability to substantially understand, communicate and interact effectively with people of different cultures.



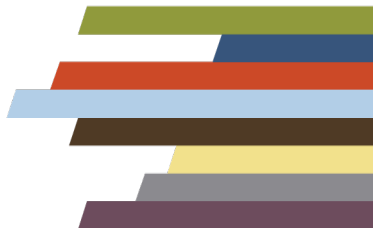
Cultural Humility

A lifelong process in which one first learns to increase self-awareness of their own biases, assumptions and stereotypes and the ability to challenge their own beliefs when they interact with others. Cultural humility involves the ability to acknowledge gaps in one's own knowledge of various cultures and an openness to new ideas and contradictory information.



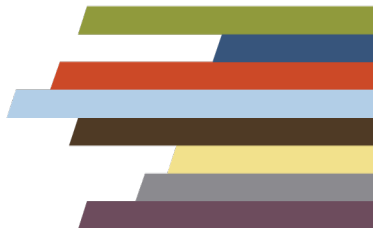
Cultural Humility Continued

Cultural humility in action involves acknowledging not knowing everything about one's own or other cultures and the continuous process of learning more. When interacting with people from various cultures, cultural humility in action involves suspending judgments and reaching conclusions based upon what you think you know. Cultural humility is an ongoing journey, not a destination.



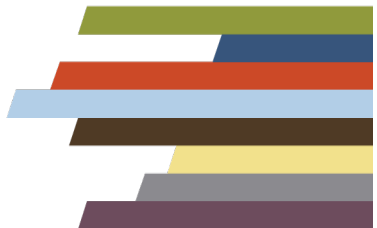
Diversity Definition

The differences which makes all of us unique



Some individuals are a minority within a minority

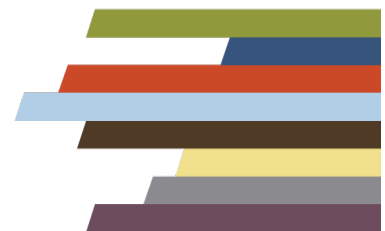
There are many intergroup differences



Lessons from Green Book Movie Summary

Frank Vallelonga,

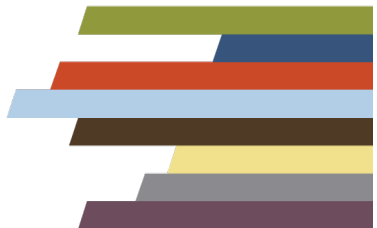
A working class Italian American bouncer becomes the driver of Dr. Don Shirley, an African American classical pianist on a tour through the southern states to showcase music in the 1960's.

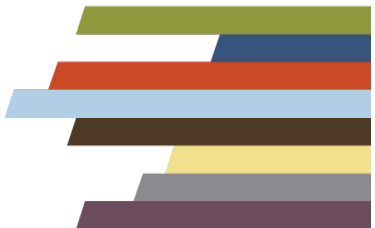


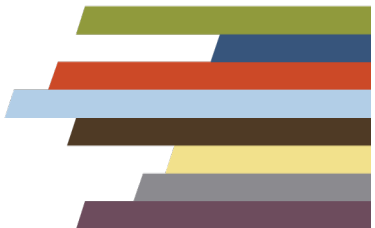
Lessons Learned from Green Book

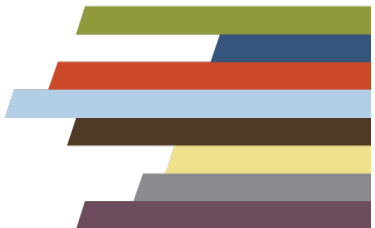
Some people are a minority within a minority.

*Dr. Shirley was an educational minority,
musical minority and geographical minority*



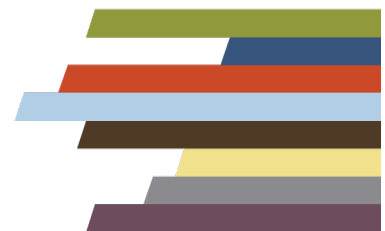






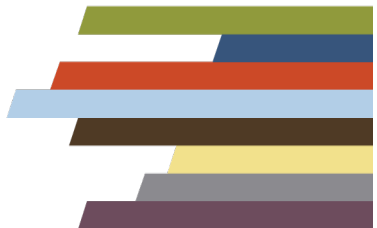
Are You Black Enough?

- Where you live
- Complexion
- Hair texture
- Style of speech
- Music
- Food
- Feelings about education
- Sport
- Religion
- Poverty and wealth

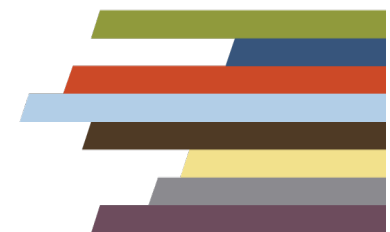


“My husband was too black for some people and not black enough for others.”

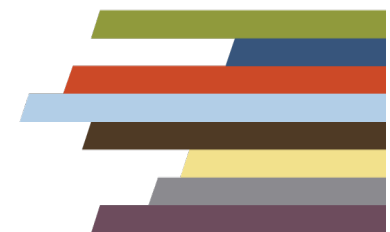
Michelle Obama



“Are you Puerto Rican enough?”



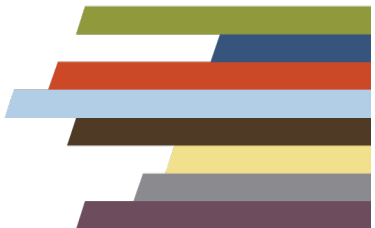
“Are you Mexican enough?”



“Are you Korean enough?”

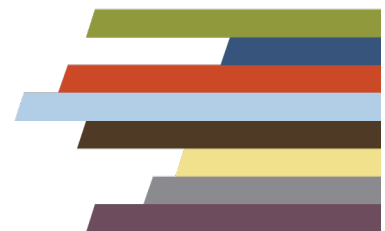


Margaret Cho



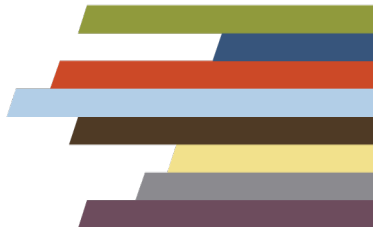
After network executives, especially executive producer, criticized her appearance and the roundness of her face, Cho starved herself for several weeks. Her rapid weight loss, done to modify her appearance by the time the pilot episode was filmed, caused kidney failure.

The show suffered criticism from within the U.S. East Asian community over its perception of stereotyping. Producers told Cho at different times during production both that she was "too Asian" and that she was "not Asian enough." At one point during the course of the show, producers hired a coach to teach Cho how to "be more Asian." After the show's 1995 cancellation, Cho became addicted to drugs and alcohol.



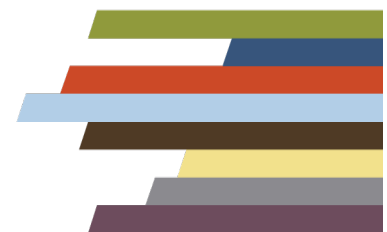
Are You?

- White enough?
- Republican enough?
- Democrat enough?
- “Blue enough?”

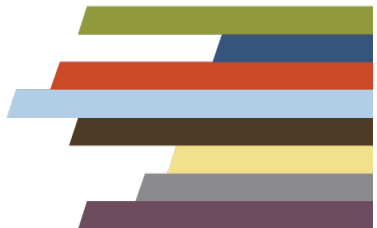




Serpico

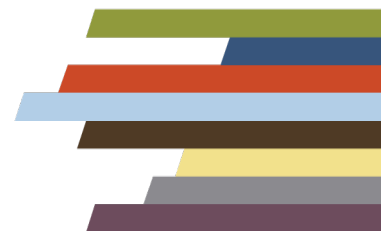


Helping professionals are in the position to accept people for who they are and affirm their uniqueness



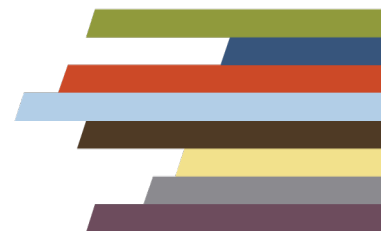
Lessons Learned Continued

“As long as the story is told by the hunter and not the lion, the story will always be the same.”



Dr. Don Shirley's Family Said

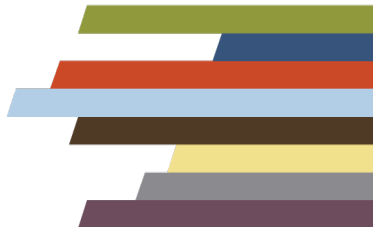
- We were contacted after the movie was completed
- Don was in touch with his family throughout his life
- He lived with one of his brothers
- He had regular contact with the black community
- He had relationships with other black entertainers including Nina Simone and Duke Ellington
- He ate fried chicken before



Repulsion to Appreciation Scale

1. Repulsion

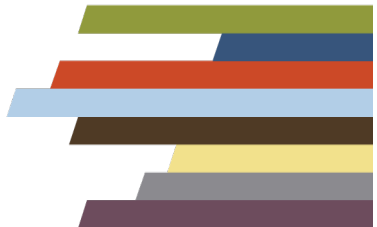
To you, these individuals are different in ways that are not normal. You believe they do not belong in your workplace and you do not want them as clients. Working or coming in contact with them causes you a lot of discomfort.



Repulsion to Appreciation Scale Continued

2. Avoidance

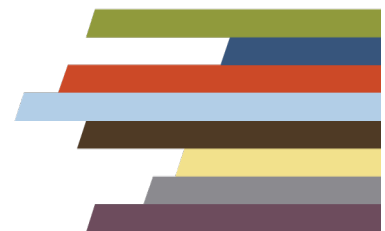
These individuals are different in ways that make you feel uncomfortable. You try to avoid them and do not want to work with them or deal with them.



Repulsion to Appreciation Scale Continued

3. Tolerance

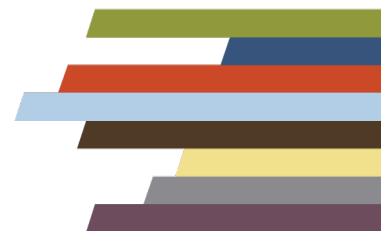
You don't appreciate their differences but you can work with them. You don't feel completely comfortable with them, but you believe they have a right to be treated respectfully. If you had your choice, however, you would not have them as co-workers or clients.



Repulsion to Appreciation Scale Continued

4. Acceptance

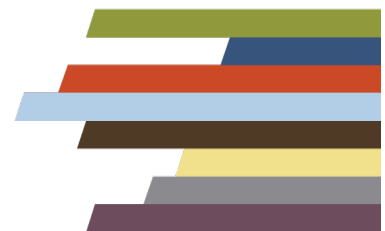
This rating indicates that their differences don't really matter to you. You are comfortable around them and value them in your workplace. You listen to them as co-workers or clients and work well together.



Repulsion to Appreciation Scale Continued

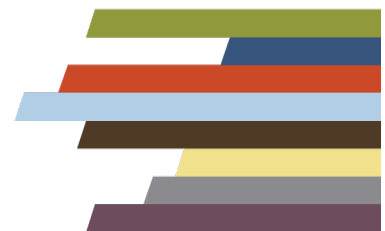
5. Appreciation

This rating means that you see their differences as positives. You consider them to be smart, talented, funny, or to possess traits, skills, or attitudes you admire. In the workplace, you enjoy being around them. In fact, you choose to be around them.



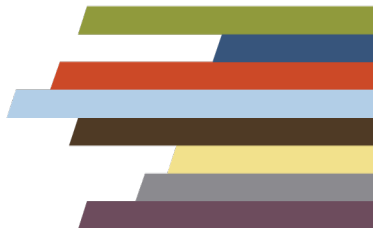
Cultural Boundaries and Cultural Boundary Violations

Cultural Boundary – Spoken or unspoken rules established by a cultural group that define what is appropriate behavior for outsiders when interacting with the group. The purpose of the boundary is to protect the group from outside harm.



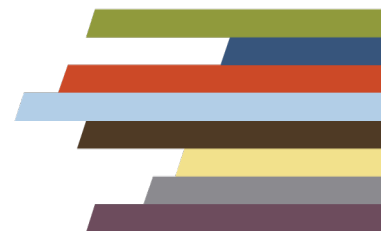
Cultural Boundaries and Violations Continued

Cultural Boundary Violation – Behavior by an “outsider” that is offensive to a cultural group because the behavior invades the cultural boundary defined by the group. Some of the behavior may be acceptable if done by a member of one’s own group.



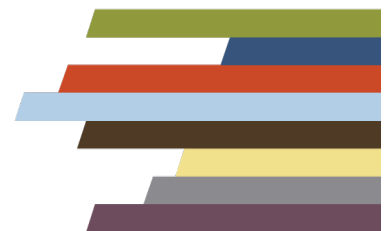
Awareness Spectrum

1. Naive
2. Perpetuator
3. Avoider
4. Fighter
5. Change agent



Microaggressions

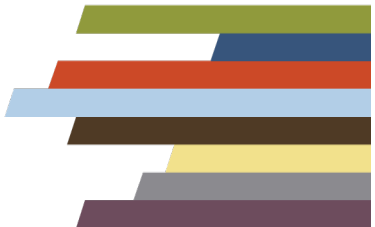
Direct and indirect (conscious and unconscious) insults, slights and discriminatory messages



Theme

Alien in own land

When Asian Americans and Latino/Hispanic Americans are assumed to be foreign-born.

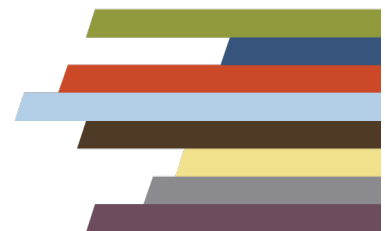


Microaggression

“Where are you from?”

“Where were you born?”

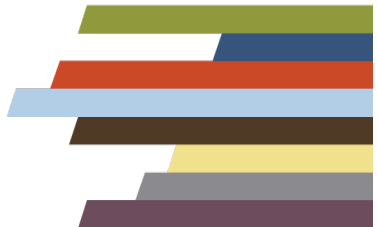
“You speak good English.”



Message

You are not American

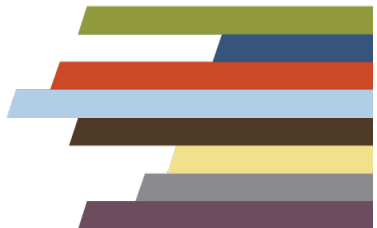
You are a foreigner



Theme

Ascription of Intelligence

Assigning intelligence to a person on the basis of their race.

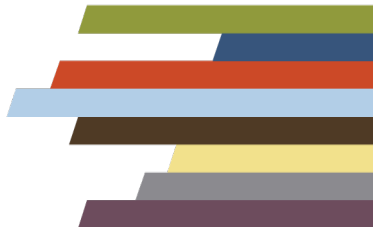


Microaggression

“You are a credit to your race.”

“You are so articulate.”

Asking an Asian person to help with Math or Science problem.

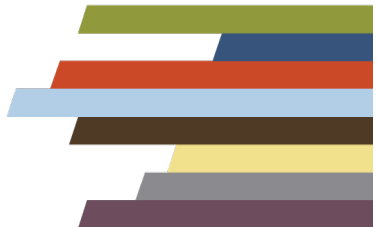


Message

People of color are generally not as intelligent

It is unusual for someone of your race to be intelligent.

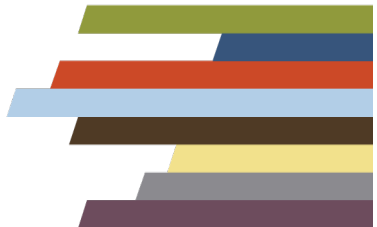
All Asians are intelligent and good in Math/Sciences.



Theme

Color Blindness

Statements that indicate that a person does not want to acknowledge race

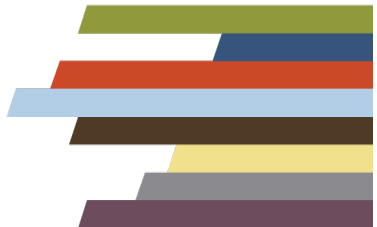


Microaggression

“When I look at you, I don’t see color.”

“America is a melting pot.”

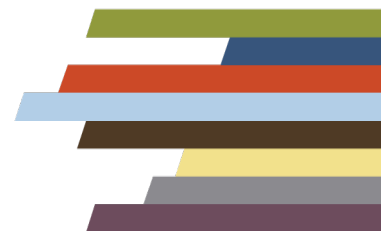
“There is only one race, the human race.”



Message

Denying a person's racial/ethnic experiences.

Denying the individual as a racial/cultural being.



Microaggression

“Indian giver.”

“That’s so gay.”

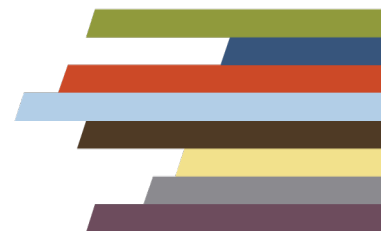
“That’s so White of you.”

“You people . . .”

“We got gypped..”

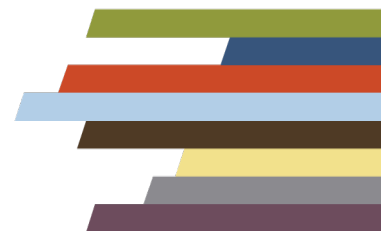
Imitating accents or dialects

“You’re White, I know you have good credit.”



Addressing Micro-aggressions

- Pay attention to facial expressions, body language, and silence
- Acknowledge discomfort
- Better to understand than to be understood
- Apologize
- There is no statute of limitations on addressing microaggressions in the workplace. Be willing to engage in crucial conversations.



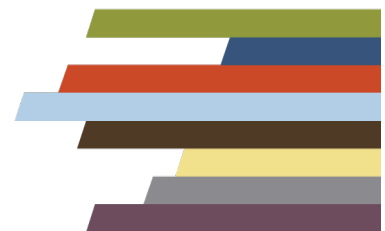
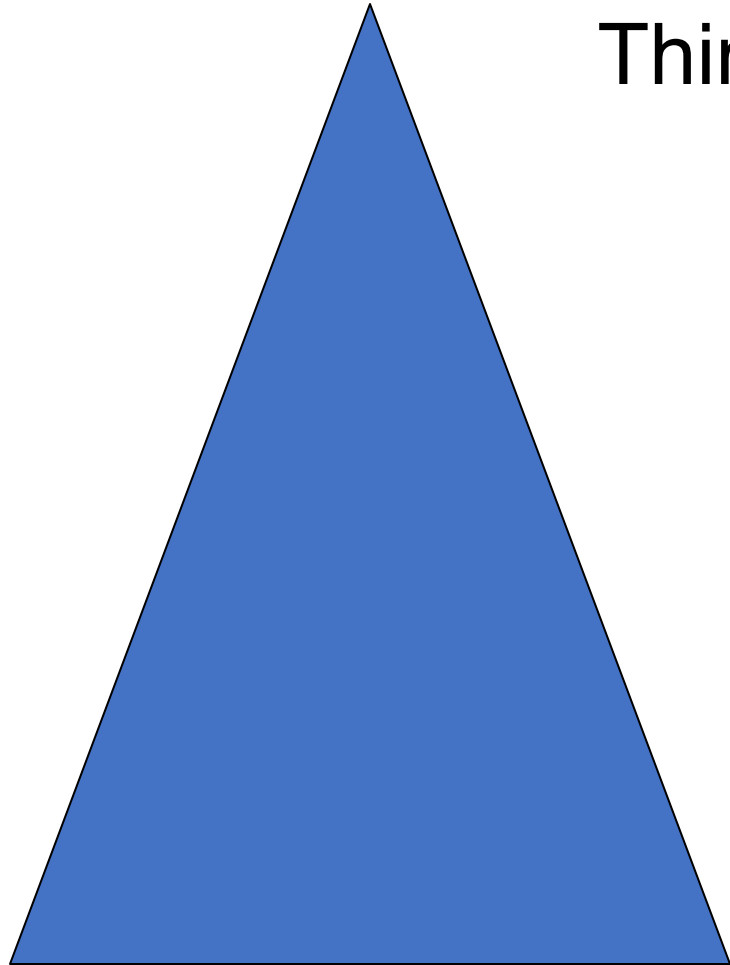
CBT

Event

Think

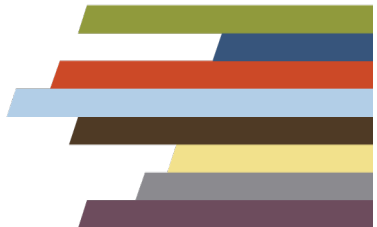
Feel

Behave



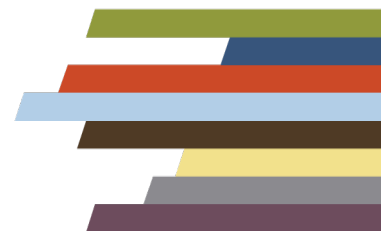
Clever Story

A story that you tell yourself when you have experienced a boundary violation or an insult, which allows you to not take action as a change agent. The story lets you off the hook and justifies you not taking action.



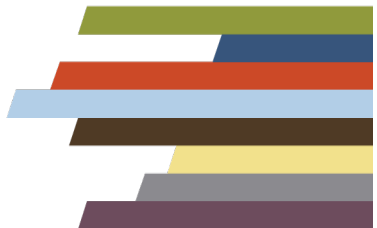
3 Types of Clever Stories

1. Victim story. “I am completely innocent and I am therefore devoid of responsibility, and you are completely guilty.”
2. Villain story. With this story you turn your co-worker into a total villain, assuming the worst intent. This allows you to justify giving him or her the silent treatment, rudeness, or the cold shoulder.
3. Helpless story. With this story you tell yourself that there is nothing you can do to address the situation, and therefore you say and do nothing.



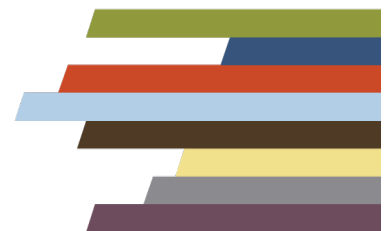
Helpful Story

The opposite of a clever story. You are more likely to give the other person the benefit of the doubt, less likely to assume the worst, avoid mind reading, and take action as a diversity change agent by engaging in effective dialogue.



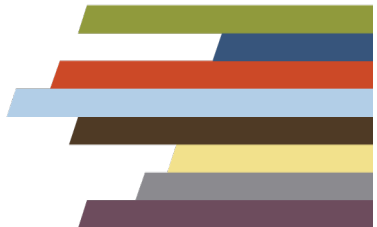
7 Steps to Effective Dialogue

1. Sincere appreciation
2. Share your facts.
3. Share your story.
4. Ask for the other's viewpoint.
5. Be open to changing your stance.
6. Try not to speak in absolute terms.
7. Share what you want and find out what the other person wants.



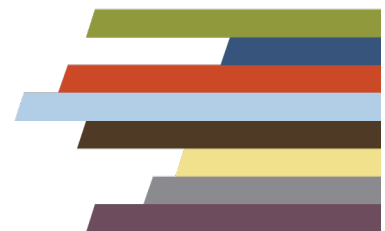
Tips for Dialogue

- If you attempted to be silent or sit in ‘justified rage’ ask yourself, “What do I really want for myself?” “What do I really want for the other person?” “How would I behave if I really want these results?”
- People are less likely to become defensive because of what we are saying. They become defensive when they do not feel safe. That is why it is often helpful to start with facts rather than a creative story.
- People tend to become less defensive when they sense that you are coming from a caring place.



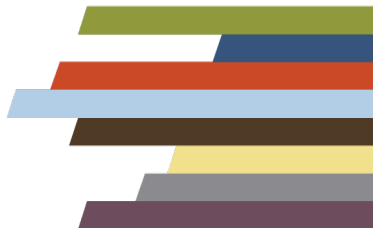
Case 1

Shirley and Dave are co-workers at your organization. They developed a presentation for staff. Their plan was that each would deliver half of the presentation. During the presentation, Dave spoke first and delivered 95 percent of the material and quickly responded to most of the audience's questions. Shirley was angered by this and has not spoken to Dave since the presentation. What are some things she might be saying to herself?



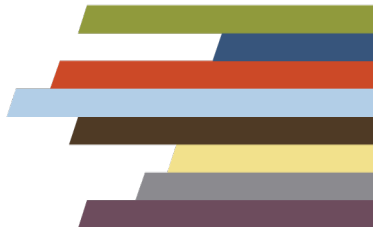
Group A

Dave has noticed that Shirley has not spoken to him since the presentation. He has decided that he wants to open the lines of communication. Using the 7 steps to effective dialogue on the previous page, write a paragraph describing the words that Dave would say to Shirley covering Steps 1, 2, 3 and 4.



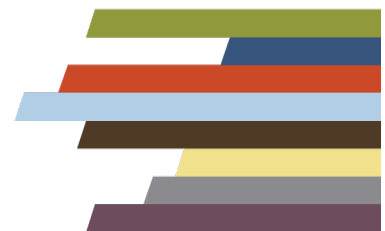
Group B

Shirley decides that she will talk to Dave about her experience during their presentation together. Using the 7 steps to effective dialogue on the previous page, write a paragraph describing the words that Shirley would say to Dave covering Steps 1, 2, 3 and 4.



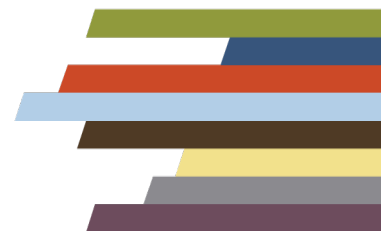
4 Characteristics of an Inclusive Organization

1. Hiring and promotions are based only on skills, talent, and ability.
2. There is no glass ceiling.
3. Differences are highly valued.



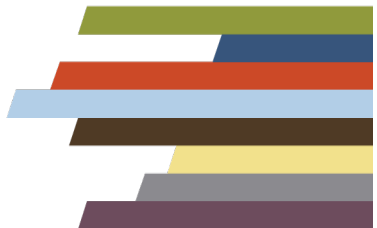
10 Characteristic of Effective Culturally Competent Counselors

1. The counselor moves beyond first impressions.
2. The counselor searches for strengths.
 - A. What do you do well?
 - B. What skills do you have that have enabled you to endure so much?
 - C. What do you like to do in your leisure time?
 - D. What are the 3 best moments you can recall in your life?



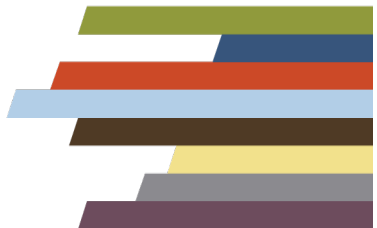
10 Characteristics Continued

- E. What is the best thing you ever made happen?
- F. What is your current or previous life suffering preparing you to do with the rest of your life?
- G. What have you learned from what you've gone through?

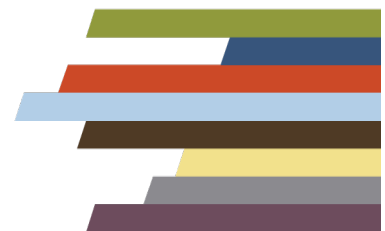
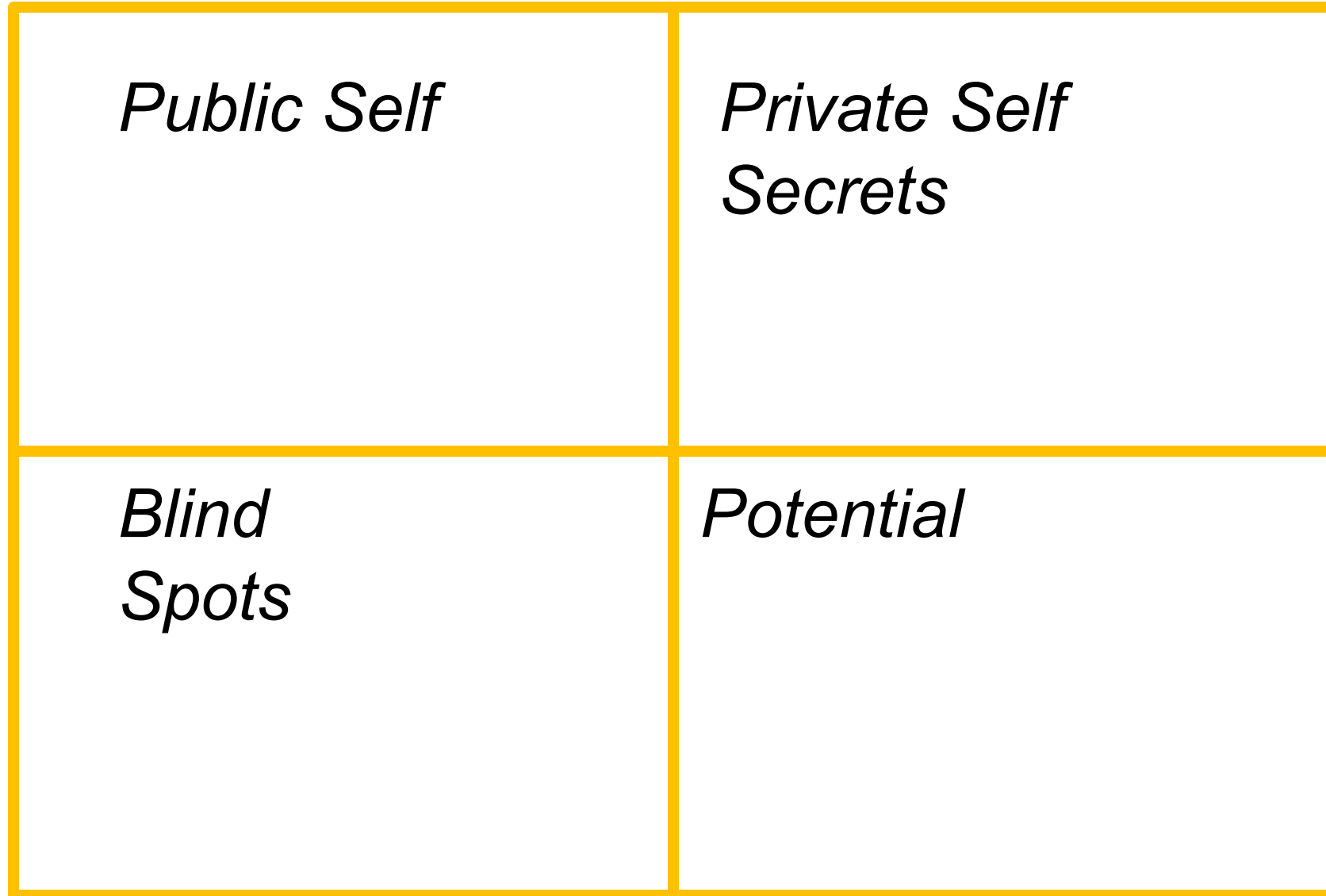


10 Characteristics Continued

3. The counselor is aware of his/her own biases and strives not to allow them to interfere with his/her work with clients.



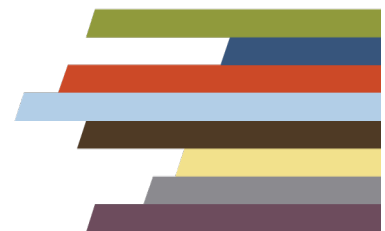
Johari's Window



10 Characteristics Continued

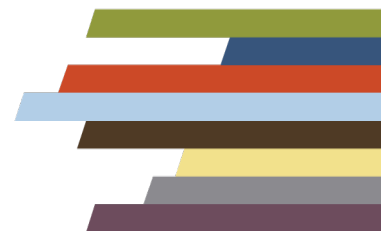
4. The counselor allows the client to be the teacher about his/her own culture.
5. The counselor deals with micro-aggressions.

Direct and indirect (conscious and unconscious) insults, slights and discriminatory messages



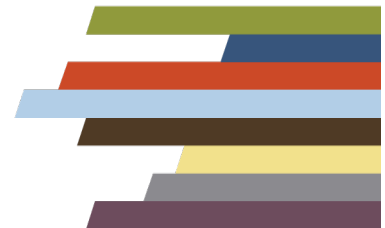
Types of Microaggressions Experienced by Members of Majority Groups

- Assumption that I am a racist.
- Assumption that I discriminate.
- Assumption of wealth.
- Assumption that I did not earn what I have.
- Assumption of conservatism.



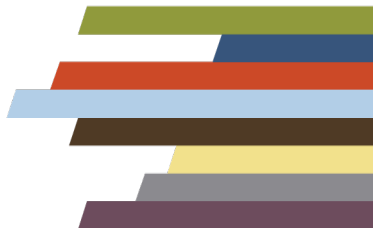
Types of Microaggressions Experienced by Members of Minority Groups

- Assumption of intellectual inferiority.
- Assumption of second class citizenship.
- Assumption of criminality.
- Assumption of inferiority.
- Assumption of homogeneity of experiences, beliefs and interpretations.



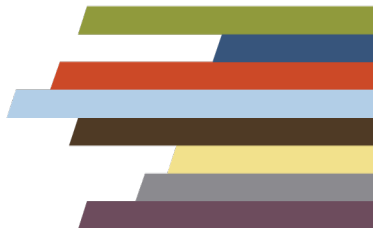
Case

A school counselor is meeting with an Asian mother of a ten year old son who was sexually abused and having difficulty at school. The mother is wearing hospital scrubs as she is on her way to work following the session. The counselor states at the beginning of the session, "Oh, are you a nurse?" The mother replies, "No I'm a surgeon." The mother is bothered by the question. What are some reasons the questions might have bothered her? If you were the counselor, how would you repair this situation? Then what would you do next?



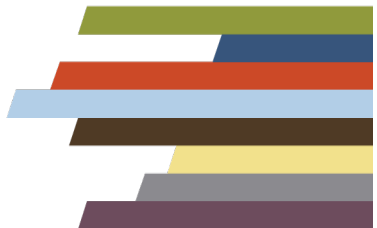
10 Characteristics Continued

6. The counselor is aware of intersectionality and addresses this with clients. Intersectionality involves an awareness of how the life of the counselor and client are similar and different.
7. The counselor advocates for clients.



10 Characteristics Continued

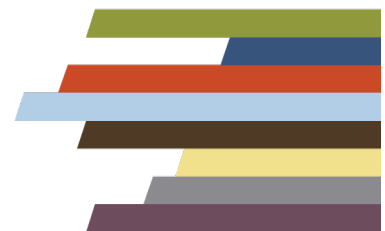
8. The counselor is too self-actualized to hide behind isms.
9. The counselor incorporates aspects of the client's culture into the change process.
10. The counselor is able to learn from community-based programs of recovery.



Alkali Lake Tribal Band British Columbia, Canada

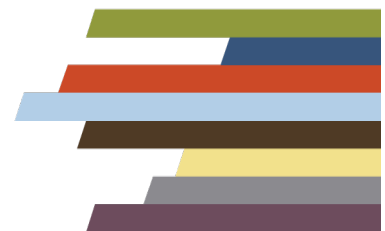
From 100% alcoholism to 95% recovery

- One recovery at a time
- Alcoholics Anonymous
- Treatment
- Community development



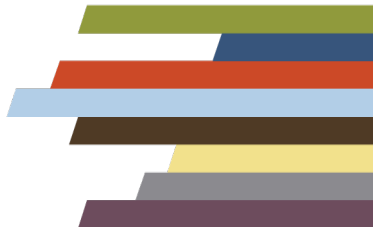
Alkali Lake Continued

- Return to tribal religion and cultural practices
- Reinstitution of the chief and tribal council
- Improvement of schools
- Prevention and treatment simultaneously
- Personal growth seminars
- Spreading the approach to other indigenous communities



Young African American Male Rites of Passages

1. Group name, mission statement, and logo
2. Explore the history of your own name.
3. Family tree
4. Secure a library card, Social Security card, and identification.
5. Read two books (one on African American culture).
6. Community project
7. Personal growth work



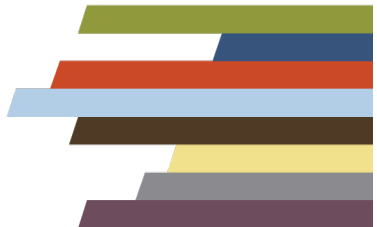
4 Spiritual Dimensions

God

Father

Mother

Ancestors

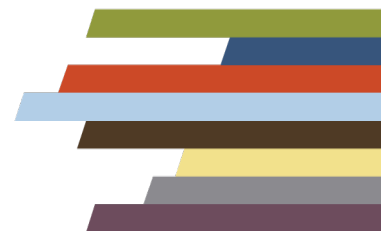


The Ethics of Facilitating Groups With Multicultural Membership

Being Available to All

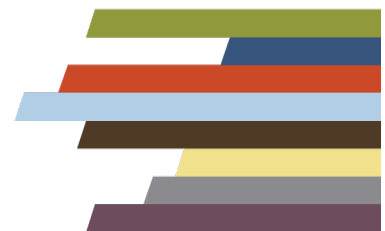
Four Important Terms

1. Actual minority –
2. Actual majority –
3. Psychological minority –
4. Psychological majority –



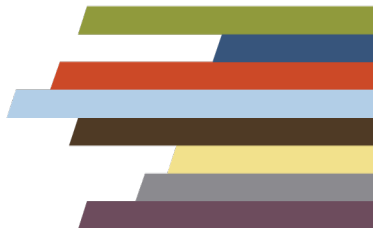
Managing Anger and Conflict in Multicultural Groups

1. You are the bridge initially.
2. Be available to all.
3. Help those in the psychological minority feel more comfortable.



Managing Conflict Continued

1. Try to avoid “tokenism.”
2. Be aware of how issues occurring in the larger society can impact group process.
3. Be willing to have an open discussion of issues connected to differences.



Trainers' Contact Information

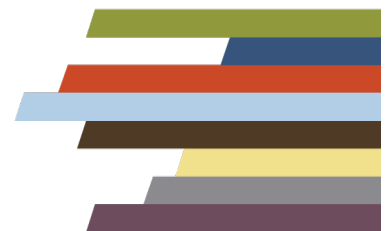
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WELCOME The purpose of this website is to serve as a single location where individuals who are interested in information about addictions, treatment, and recovery among African Americans can be found. The site contains historical data, scholarly articles, educational videos, music and DVDs.

www.museumofafricanamericanaddictionsrecovery.org



That's all Folks!