



The Arc's Webinar Series Presents...



Micro-Aggression in the Workplace

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Dr. Hassan Abdulhaqq's Biography

Dr. Hassan Abdulhaqq is the Director of Human resources overseeing Talent Acquisition, Onboarding, Benefits, Retention, HR Shared Services, & HR Compliance for AHRC Nassau, a \$250 million not for Profit organization with over 3000 employees throughout Nassau & Suffolk County. Dr. Abdulhaqq is an accomplished HR Executive with over 25 years extensive experience. Hassan has managed start-ups, Fortune 100 companies and mid-size not for profit and for-profit companies.

Dr. Abdulhaqq is a practitioner who also is an adjunct professor for numerous institutions such as NYU, Stony Brook University, Columbia University, University of Phoenix, and a few other academic institutions. His teaching experience primarily focuses on HR & Business-related courses to Doctoral candidates, MBA students and Undergrads throughout the US and Abroad. He is a captivating motivational speaker and consultant who travels nationally and internationally to corporations, higher education institutions, and other nonprofit organizations.

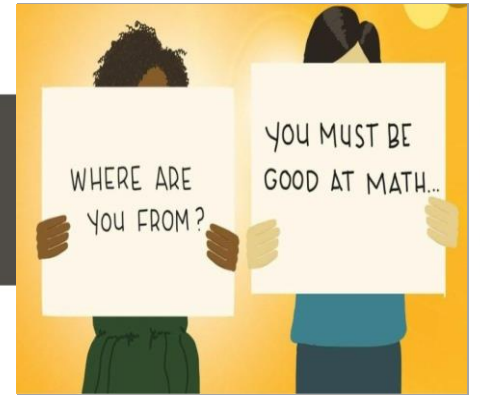
Dr. Abdulhaqq's successes have been acknowledged globally as he won a bronze Stevie Award twice for the American Business Award Human Resources Executive of The Year. Long Island Business News named him one of Long Island's 50 Most Influential Men in 2012. Dr. Abdulhaqq is a chairperson of the Veteran Excellence Program.



Three Key Learning Points

- Mitigate unconscious bias and Microaggression in the IDD space.
- Understanding phases of microaggression
- How unconscious bias influences our beliefs, values, and perceptions towards the individuals we serve

Micro-Aggression



Whether it's a lack of accuracy in our perception of the world around us or a more specific bias in how we analyze information and behaviors, there are steps that nonprofit leaders can take to minimize negative effects. The first step is acknowledging that these biases exist and can impact our decisions and actions. The next step is to increase your awareness of specific values, beliefs and perceptions that you hold. Self-awareness is key in creating an empathetic approach to interacting with other people. Finally, increased interaction and communication with colleagues will help reduce the risk of misinterpreting their intentions and subsequent behaviors.



Not pronouncing or spelling an individual's name correctly

People moving away from you or holding their breath when around you

Not giving eye contact when the individual is speaking

Making assumptions about skills/abilities/temperament of the individual based on stereotypes

Interrupting an individual when they are speaking

Ignoring what you have said/instructed and asking other people for clarity or confirmation

Ignoring individuals in meetings and in the workplace

Subjecting an individual to more criticism and harder judgement compared to their white counterparts

Continually arranging team social events based around alcohol, thereby making an individual feel unwelcome

Dismissing an individual's opinion or perspective

A lack of awareness of personal space and personal boundaries which can lead to uncomfortableness

What does a microaggression look like?

Making assumptions about seniority. The micro-aggressive assumption being that the most senior person in the room is white



<https://youtu.be/xMMmRxkwmJk>



Phases of Aggression

Understanding Phases of Micro-Aggression

Microassaults – deliberate verbal or nonverbal attacks.

Microinsults – rude unintentional acts or comments that are demeaning to an individual.

Microinvalidation – comments or behaviors that discounts or diminishes a person or their perspectives or beliefs.

1. Triggering phase –

Feeling: anxiety.

Behavior: agitation, pacing, avoiding contact.

2. Transition phase –

Feeling: anger.

Behavior: increased agitation.

3. Crisis -

Feeling: increased anger and aggression.

Behavior: agitation, threatening gestures, invasion of personal space; profanity; shouting.

4. Destructive behavior -

Feeling: rage.

Behavior: assault; destruction.

5. Descent phase -

Feeling: aggression.

Behavior: stopping of overtly destructive behavior; reduction in level of arousal.

6. Transition phase –

Feeling: anger.

Behavior: agitation, pacing.



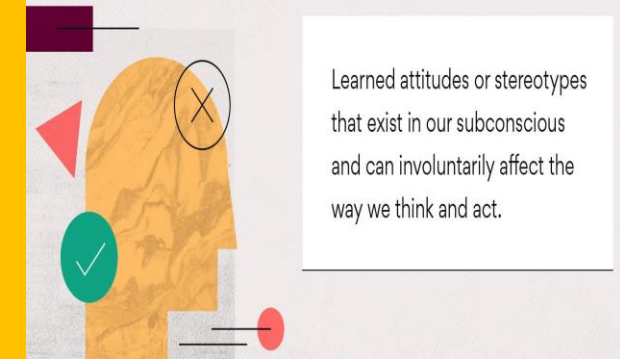
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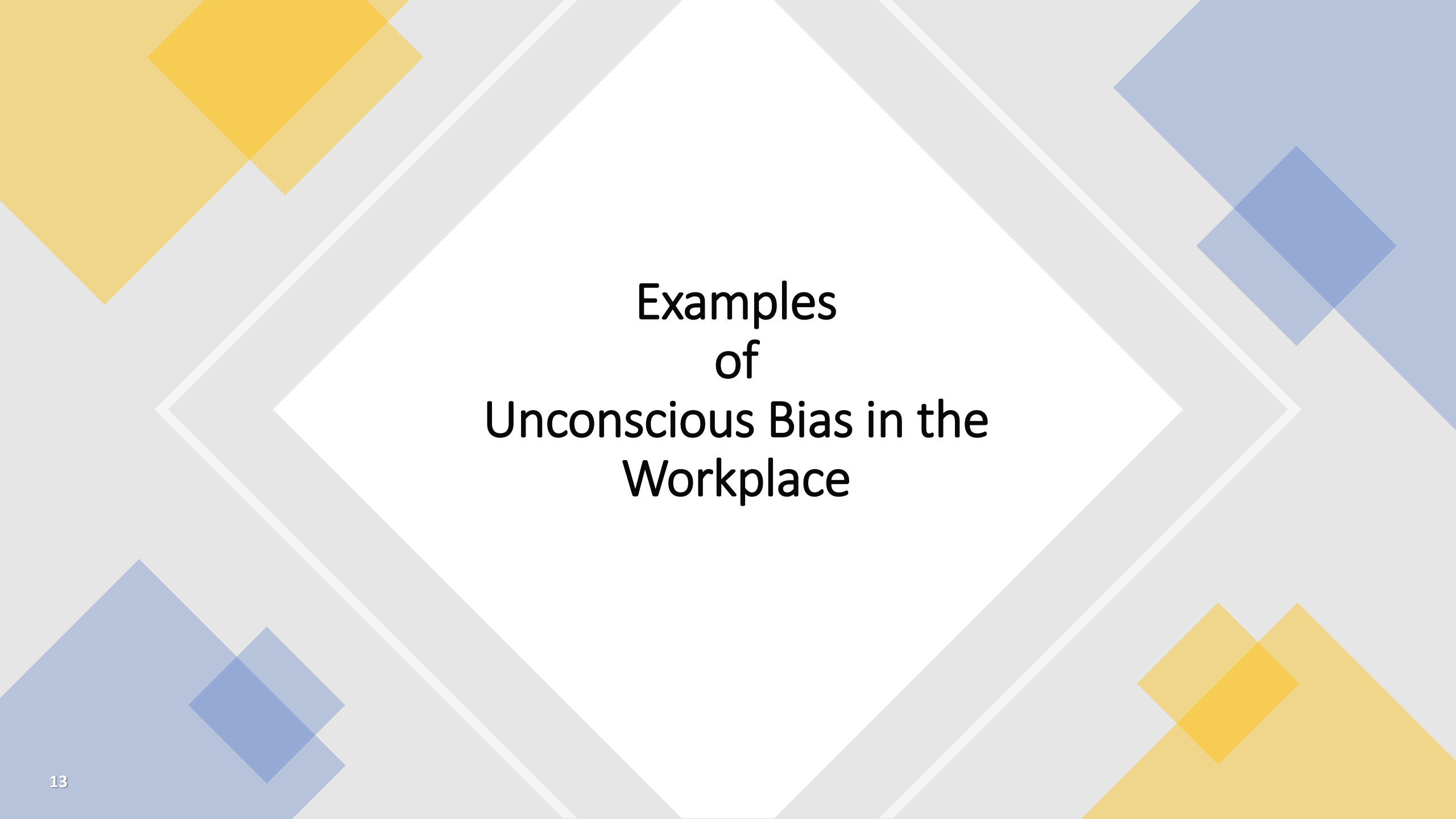


Unconscious Bias

Unconscious bias is often unfair practices, Favoritism and Prejudice against a particular ethnicity, gender, age, disability, race, religion or social group. It can be used to create labels and stereotypes about other people based on characteristics; even without having any prior interaction with them. Some characteristics that could be used in labelling or stereotyping .

What is unconscious bias?





Examples of Unconscious Bias in the Workplace

Unconscious Bias in the Workplace



Recruitment, selection, promotion, termination; unconscious bias affects the workplace.



A study completed by BrightTalk found that 79% of HR professionals believed that unconscious bias was present in workplace decision-making. It is extremely important that unconscious bias is eradicated from the workplace because it can have huge negative consequences on outcomes of all employees.

*Conscious
&
Unconscious Bias – Differences*



Conscious & Unconscious Bias – Differences

CONSCIOUS BIAS VERSUS UNCONSCIOUS BIAS

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CONSCIOUS BIAS

Conscious bias refers to biased attitudes that you are aware of

We know we are being biased, and we are doing it intentionally

There can be malicious intent

Can be easily observed

UNCONSCIOUS BIAS

Unconscious bias refers to biased attitudes that operate outside your awareness and control

We may not be aware that we hold biased attitudes towards certain things

There is no malicious intent

Can't be easily observed

Conscious & Unconscious Bias – Differences

The main difference between conscious and unconscious bias is that conscious bias refers to biased attitudes that you are aware of, while unconscious bias refers to biased attitudes that operate outside your awareness and control. Bias is our inclination for or against something or someone, especially in a way considered to be unfair.



MITIGATE BIAS

Mitigate Bias - “The Do able 7”

There is no magic to reducing Bias in the workplace. Yet, there are things we can do to mitigate biases and become a more mindful and balanced person in the process.

“The Do Able 7”

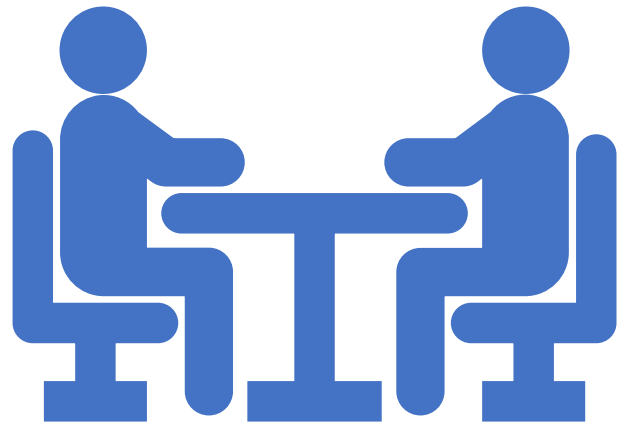
1. See others as individuals
2. Put yourself in their shoes
3. Look for evidence against stereotypes
4. Educate yourself
5. Bias training
6. Take your time
7. Become more mindful



See others as individuals

One of the simplest ways to try and reduce implicit bias in the workplace is to start looking at coworkers purely as individuals, rather than members of a certain gender, race, religion, or ethnic group. See everyone as the unique, individual they are, with their own opinions and [emotions](#), and consider them on a personal level. This will help to reduce the impact of any unconscious associations in your mind.





Put yourself in their shoes

When considering other people around you or communicating or engaging with others in some way, put yourself in their position. Think about how you might feel in a similar situation. What thoughts and feelings might run through your mind, and how you could potentially react. This is an effective way to develop more empathy and understanding for others, especially those in different social situations to ourselves.

Look for evidence against stereotypes

One way you can erase mistaken stereotypes, generalizations, or unproven associations from your mind is to look for evidence to the contrary. As you discover information that disproves so many common stereotypes, your unconscious attitudes towards social groups may change and the impact of any implicit biases you feel will lessen in the process.



Educate Yourself

Often, when faced with a problem, one of the best ways to solve it is to learn more about it. This is true for implicit bias as well; learning more about what it is, how it functions, and what kinds of causes and effects it can have may help you deal with it in the long run. It's also wise to learn about how other people live and find out more about different social groups to begin eliminating any unconscious associations you might feel towards them.





Bias training

There are several bias training courses and classes you can take, with many designed especially for businesses or teachers, designed to help them overcome bias in their day-to-day working lives and become more impartial and balance in their approach to others. There can be some terrific benefits to this kind of training, as long as you approach it with an open mind and take things gradually.

Take your time

One of the most common ways in which we exhibit and give into implicit biases is when we're feeling pressured or stressed in some way, forced to make a decision quickly, without having time to really think about it. Try to avoid making big decisions in these conditions, giving yourself more time to think clearly and weigh up the different factors that are in play before coming to any conclusions.





Become more mindful

Mindfulness is often cited as one of the keys to reducing implicit bias, and there is a range of techniques you can try out to become more mindful, including yoga, meditation, or breathing exercises. These techniques allow you to become more aware and focused on the world around you, as well as more thoughtful regarding your own words and actions towards others, and they'll offer other benefits too, like helping you get better sleep and feel less stressed.

The Powerful 10

Admitting that you
have Biases

Believing that you
can change

Deciding to make
a daily effort to
change

Looking at self and
beliefs daily

Challenging
personal
behaviors and
beliefs

Being Humble

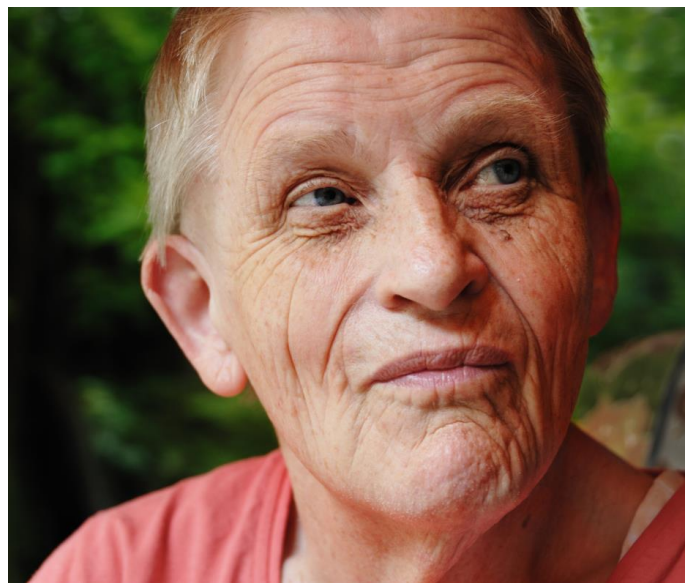
Asking others in
your circle to help
with your goal

Apologizing and
making Amends

Pause , Think
evaluate before
you speak

Help others who
you see have
biases

Questions?





Thank You!

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Social Media Account Handles

<https://www.youtube.com/watch?v=AmuxD5plgb8>

IG: HMA – Motivations

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