



COURAGEOUS CONVERSATIONS:
BECOMING CONSCIOUS ABOUT
UNCONSCIOUS BIAS

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AGENDA



FACTS



BEST PRACTICES



INTENT VS IMPACT



LET'S GET STARTED..

The Golden Rule

The Golden Rule:

*Treat others the way
You want to be treated.*



WHAT IS THE
PLATINUM RULE?

The Platinum Rule

TREAT OTHERS THE WAY THEY WANT TO BE TREATED



COURAGEOUS CONVERSATIONS

The courage to start and stay present
in life's most important conversations.



**CAREFUL
NAVIGATION**

**ALLOW ME TO BE YOUR DRIVING
INSTRUCTOR—You do not have to drive the
bus alone.**



What Does This Mean?

Core Values

Do the Right Thing

Treat People Right

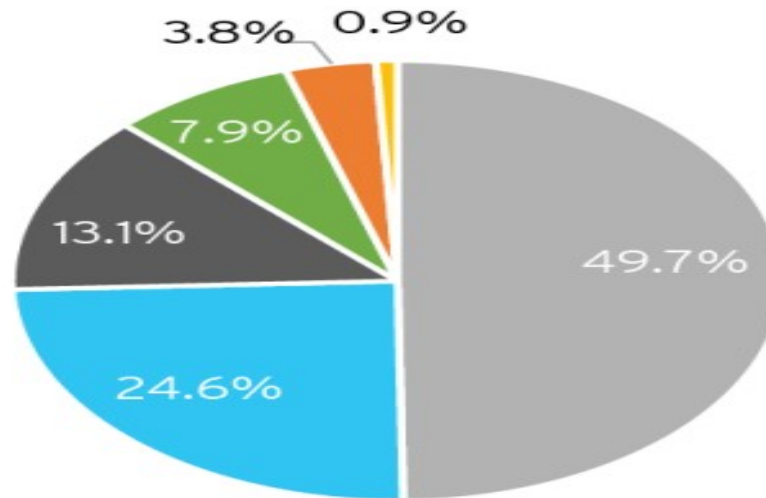
Get It Right

BEYOND TOLERANCE TO RESPECT & UNDERSTANDING



FIGURE 1

Racial profile of U.S. population, 2045



■ White* ■ Hispanic ■ Black* ■ Asian* ■ Multiracial* ■ Other*

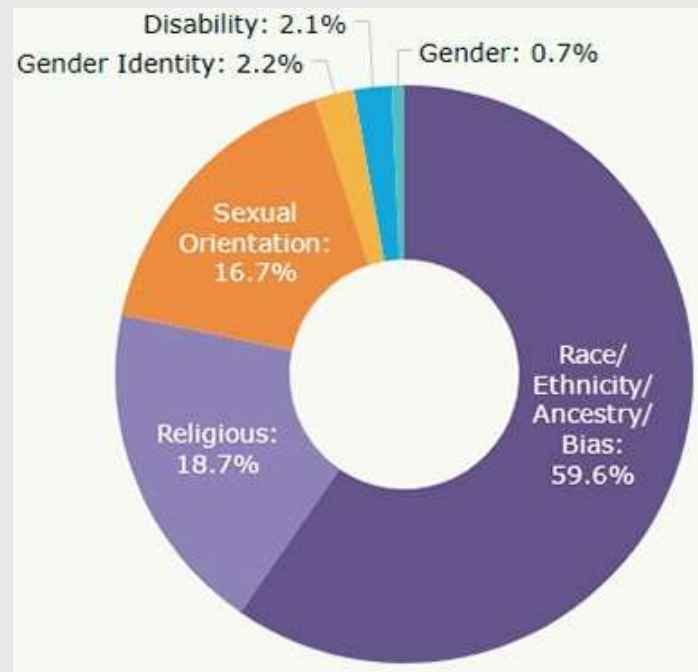
* *Non-Hispanic members of race*

Source: William H Frey analysis of U.S. Census population projections released March 13, 2018 and revised September 6, 2018

B | Metropolitan Policy Program
at BROOKINGS

Bias Motivation Categories for Victims of Single-bias Incidents

Incidents: The percentage of bias motivation categories for victims of single-bias incidents.





TRIPLE PANDEMIC



Key Terms and Definitions



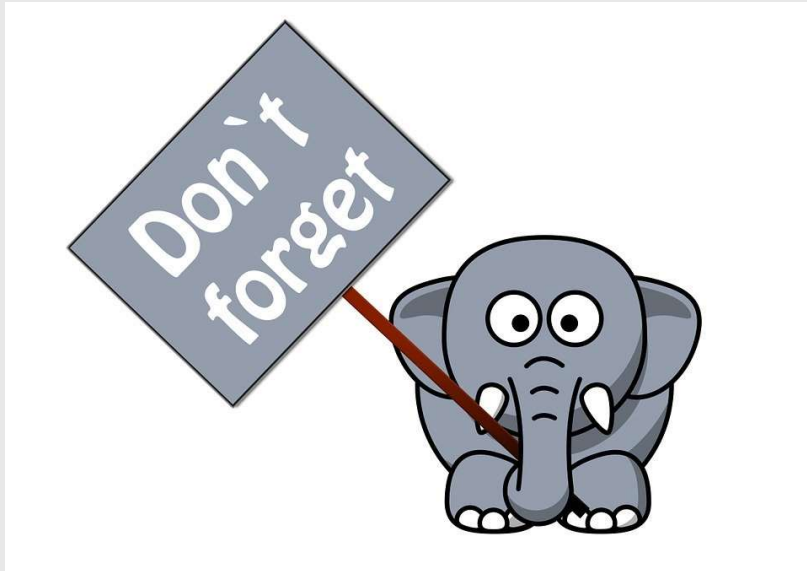
- **Racism**

a belief that race is the primary determinant of human traits and capacities and that racial differences produce an inherent superiority of a particular race

- **Micro-Aggression**

a comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group (such as a racial minority) i.e. pretty for a black girl

Key Terms and Definitions



- **Micro-Inequities**

subtle, often unconscious, messages that devalue, discourage and impair workplace performance i.e. sending the black employee only to jobs in the inner city or on assignments with the clients that are of the same race or nationality or even asking where are you really from



Why are **“they”** so emotional?

Asking an African American person to discuss race is asking them to relive every moment of pain, fear and outrage they have experienced

NO LONGER AN OPTION



YOU HAVE A RESPONSIBILITY



A close-up photograph of a person's hands, palms up, held together in a cupped shape. The hands are dark-skinned and appear to be holding something invisible. The person is wearing a white long-sleeved shirt. The background is a plain, light-colored surface.

I AM
HOLDING
SPACE FOR
YOU



I want to get more comfortable being uncomfortable. I want to get more confident being uncertain. I don't want to shrink back just because something isn't easy. I want to push back, and make more room in the area between I can't and I can.

— *Kristin Armstrong* —

AZ QUOTES



Ground rules

- **Be Open to Hearing Different Opinions**
- **If it becomes too much**
 - Pause
 - Take slow deep breaths
 - Sip on some water
 - Step out
- **Judgement Free Zone**
- **No one is expecting you to be perfect or say everything right**
- **Be honest with YOURSELF**



THE CONVERSATION

- ❖ What do you hear?
- ❖ What do you see?
- ❖ What did they say?
- ❖ Was anything left unsaid?
- ❖ How do you think each person felt?
- ❖ What are the facts?
- ❖ If you were in the room, how could you have shown support?





THE CONVERSATION

Now Let's Go Deeper

Someone says something dismissive about the Black Lives Matter Movement

How do you respond in this scenario?







FINAL CONVERSATION

How do I close the gap between myself and my coworker of color

What do you ask? How can you re-engage with someone after I have offended him/her?







I'M JUST **NOT** READY

- I would like to take time to really think about this
- Some things are not so easy said or done and for me this is one of them. I am not ready to discuss what is for me a very sensitive topic
- I know you have the best of intentions but right now I need to pause this discussion as it is a difficult one for me

“The best things in life are on the other side of a difficult conversation. If we can have the conversation in a better way, we can make meaningful change in the world around us.” – Kwame Christian







KNOWLEDGE IS KNOWING WHAT TO SAY.

WISDOM IS KNOWING WHETHER OR NOT
TO SAY IT.



WHAT NOT TO SAY

You're making too big of a deal of it

That's just how they are

Its always been that way

I wish they'd get over it

You're so articulate

I don't see color

Can't wait for things to get back to normal

All you/they have to do is.....

When I was growing up....

I don't have a racist bone in my body

I have black friends or name someone who is black ie my brother married a black woman

WHAT SHOULD YOU SAY?

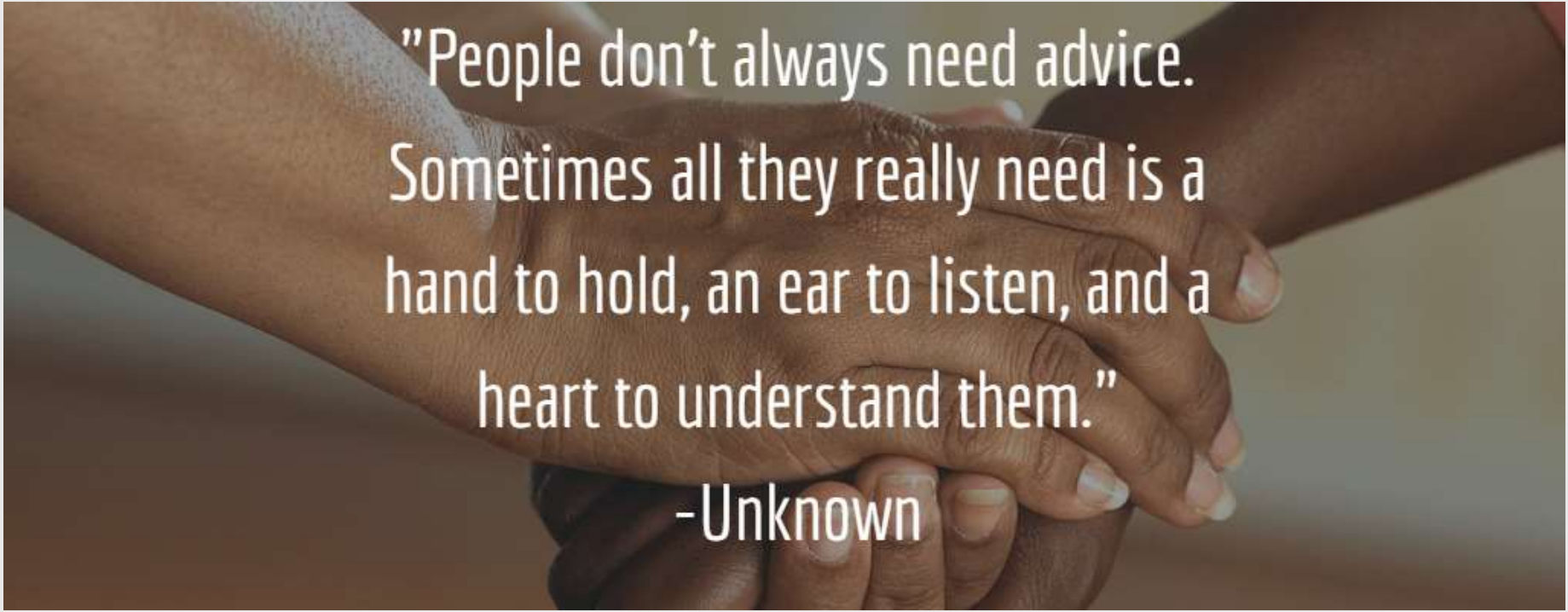


- What I hear you saying is.....
- Out of curiosity.....
- Why do you feel that way?
- That's an interesting point, but may I ask you a few questions about that

WHAT SHOULD YOU SAY?



- If you don't want to talk about it then it is fine. Whenever you are ready, I am here to listen
- I haven't endured what you have but please know I am open to hearing any suggestions you may have on the best way I can support you or your cause
- In this moment, how can I support you?



"People don't always need advice.
Sometimes all they really need is a
hand to hold, an ear to listen, and a
heart to understand them."

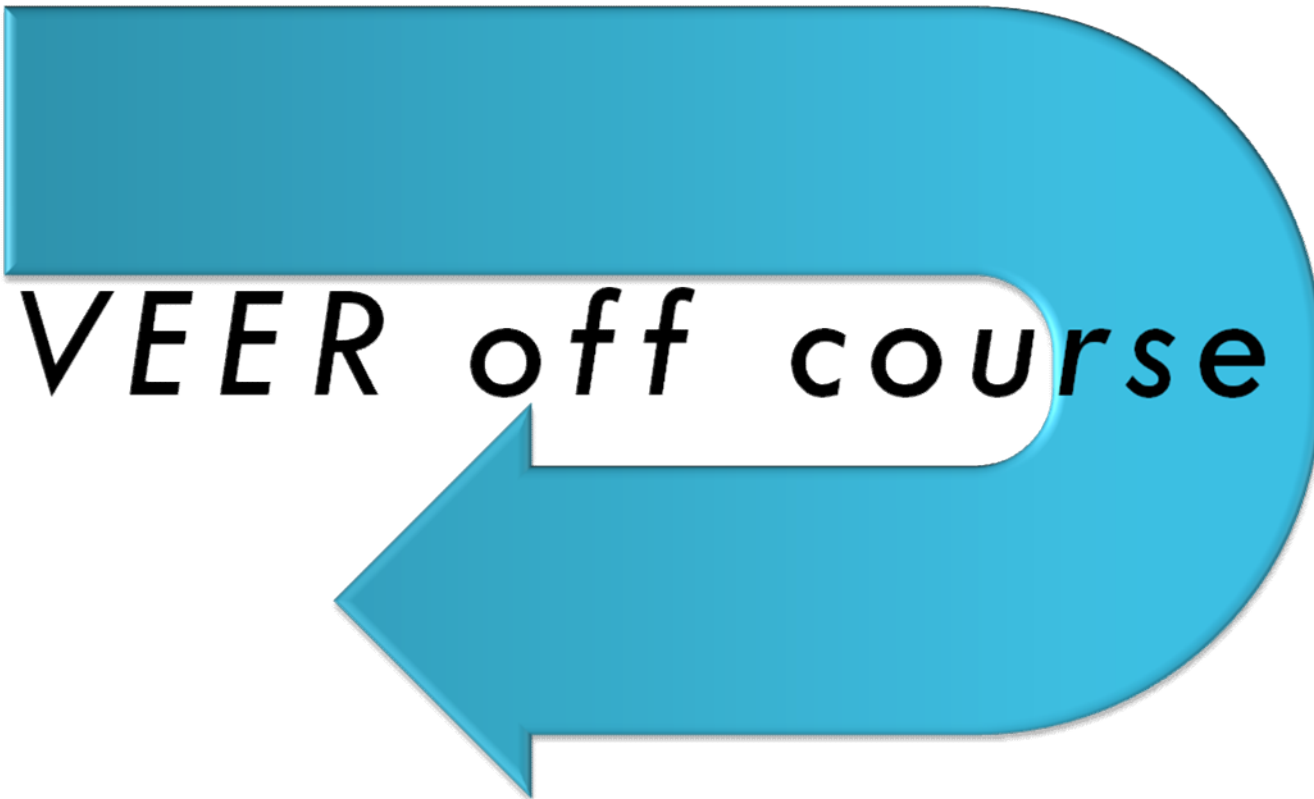
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PRACTICE

makes

PERFECT

PERMANENT!



INTENT VS. IMPACT

- Breathe
- Acknowledge/Apologize
- Ask for Forgiveness & Clarification
- Repeat What You Have Heard
- Ask for suggestions and steps they deem appropriate to resolve



MICRO- AGGRESSION IN THE WORKPLACE

When micro-aggressive behaviors happen in the workplace, African Americans try to discuss it with their colleagues because they have presented themselves as an *ally*. However, oftentimes, these “allies” listen to their concerns but take no action at all, or dismiss their feelings about their experiences



Doing Looks Like:

- **Educating Yourself**
- **Voting**
- **Advocating**
- **Contributing Financial and Emotional Support**
- **Lobbying**
- **Sponsoring**
- **Mentoring**
- **Volunteering**

ALLY VS. ACCOMPLICE

- *Ally* means to support or to bind to. An ally is someone who supports those in which they have a common interest. They have good intentions.
- As an accomplice, you will walk the talk and take the steps necessary to dismantle the power structure of privilege and supremacy and create substantial and sustainable societal and institutional change that treats all persons with dignity and respect.



SHIFTING FROM ALLY TO ACCOMPLICE

Being an accomplice means being willing to act with and for oppressed peoples and accepting the potential fallout from doing so.

Together We Shape the Future





If all else fails,
then please
move over so
those who are
ready to take
action
CAN





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