



Taking Diversity and Inclusion to the Next Level

# Lenny Zakim Fund Self-Care: Strategies for “Keeping on Keeping on Keeping on, Part II”

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# Goals

- ❖ Continuing support of participants in focusing on self-care as a critical element in their ongoing work during stressful times
- ❖ Continuing to support participants in developing strategies for addressing trauma as providers (and/or trauma within their client populations)
- ❖ Clarifying how institutional and cultural change are critical components of social wellness
- ❖ Supporting participants in developing next steps

# Guidelines For Effective Cross-Cultural Dialogue

- ◆ “Try on”
- ◆ It’s okay to disagree
- ◆ It is not okay to blame, shame, or attack, self or others
- ◆ Practice “self-focus”
- ◆ Practice “both/and” thinking
- ◆ Notice both process and content
- ◆ Be aware of intent and impact
- ◆ Confidentiality

# Multicultural Process of Change (at all levels)

## Monoculturalism

Rejection of differences and a belief in the superiority of the dominant group at the following levels:

- Personal
- Interpersonal
- Institutional/Systemic
- Cultural

## **Monoculturalism**

*("Melting Pot")*

*Assimilation*

*Exclusion*

- 
- **Recognize**
  - **Understand**
  - **Appreciate**
  - **Utilize Differences**

*("Emancipatory Consciousness")*  
*Social/Economic Justice*

## Pluralism

Acceptance, appreciation, utilization and celebration of similarities and differences at these levels:

- Personal
- Interpersonal
- Institutional/Systemic
- Cultural

## **Pluralism**

*("Salad Bowl/Fruit Salad")*

*Diversity*

*Inclusion*

\*Designed by: Valerie A. Batts, Ph.D.; John Capitman, Ph.D.; and Joycelyn Landrum-Brown, Ph.D. .

# Three Dimensions of Change

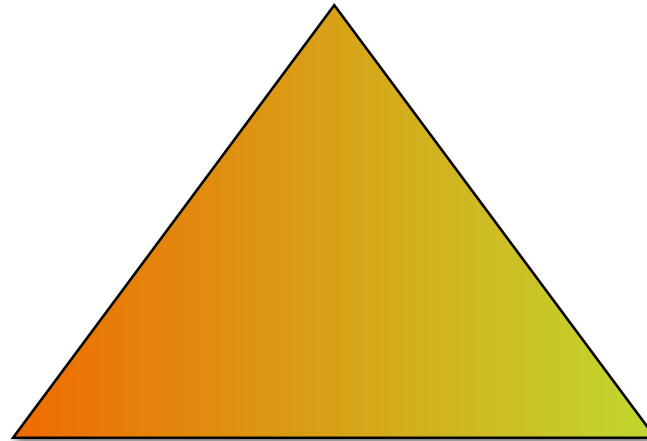
## Individual and Organizational

What: Concept

Why: Linkage

How: Strategies

**Cognitive**



**Affective**

Process

Emotions

Environment

**Behavioral**

Expectations

Actions

Results

# Levels of Oppression and Change

## Institutional

- ◆ Policies
- ◆ Practices
- ◆ Rules
- ◆ Procedures
- ◆ Systems

## Personal

- ◆ Values
- ◆ Beliefs
- ◆ Feelings
- ◆ Attitudes
- ◆ Opinions

## Interpersonal

- ◆ Treatment
- ◆ Relationships
- ◆ Behaviors
- ◆ Communications

## Cultural

- |                   |                   |
|-------------------|-------------------|
| ◆ Worldview       | ◆ Media           |
| ◆ Stories         | ◆ Public Opinion  |
| ◆ Climate         | ◆ Symbolic/Ritual |
| ◆ Shared Values   | ◆ Group Dynamics  |
| ◆ Unwritten Rules | ◆ Norms           |

# Levels of Oppression and Change

- ◆ **Personal**
  - values, beliefs, feelings
- ◆ **Interpersonal**
  - behavior
- ◆ **Institutional**
  - rules, policies
- ◆ **Cultural**
  - beauty, truth, right

# Focus of Change Strategies

## Personal:

→ Aim is to change thoughts and feelings; increase awareness & openness to learning.

## Interpersonal:

→ Aim is to enhance skills, communication patterns; impact behavior and relationships.

## Institutional:

→ Aim is to identify structural barriers and create policies, practices, programs & processes that support equitable outcomes.

## Cultural:

→ Aim is to create environments representative of & welcoming to the organization's diversity; celebrate & utilize differences.



## “Historically Included” Group Behaviors

Old Fashioned “ISMS” 

Modern “ISMS” 

- ◆ Use by members of historically included groups of non-“ism” related reasons for continuing to deny equal access to opportunity (e.g., use by whites of non-race related reasons... “it’s not the blacks, it’s the buses”).
- ◆ Well-intentioned, sometimes subtle behaviors that continue the historical power imbalance.

## “Historically Excluded” Group Behaviors

Survival Behaviors

Internalized Oppression (IO)

- ◆ Internalizing attitudes about inferiority or differentness by members of historically excluded groups.
- ◆ The reaction to unhealed mistreatment over time.

# Modern “ISM” and Internalized Oppression Theory

## Modern “ISM” Behaviors

- ◆ Dysfunctional rescuing
- ◆ Blaming the victim
- ◆ Avoidance of contact
- ◆ Denial of differences
- ◆ Denial of the political significance\* of differences

## Internalized Oppression Behaviors

- ◆ System beating
- ◆ Blaming the system
- ◆ Antagonistic avoidance of contact
- ◆ Denial of cultural differences/heritage
- ◆ Lack of understanding of the political significance\* of oppression

\**Political significance* includes the social, economic, historical, psychological and structural impacts of oppression.

# Alternative Behaviors

## for Modern “ISM” and Internalized Oppression Behaviors

- ◆ **Functional Helping**  
(instead of *Rescuing*)
- ◆ **Problem Solving/Responsibility**  
(instead of *Blaming*)
- ◆ **Make Mutual Contact**  
(instead of *Avoiding*)
- ◆ **Notice Differences**  
(instead of *Denying Differences*)
- ◆ **Learn, Ask about, and Notice the Impact**  
(instead of *Denying the Impact*)
- ◆ **Confrontation/Standing Up**  
(instead of *System Beating*)
- ◆ **Take Responsibility**  
(instead of *Blaming*)
- ◆ **Share Information/Make Contact**  
(instead of *Antagonistic Avoiding*)
- ◆ **Notice and Share Information about one’s own Differences/Culture**  
(instead of *Denying cultural heritage*)
- ◆ **Notice, Ask, and Share Information about the impact of the “ism” on me and my target group**  
(instead of *Denying the Impact*)

For all behaviors, personal and organizational problem-solving at the personal, interpersonal, institutional, and cultural levels to generate ongoing multicultural structures and processes.

# Closure

- ◆ **Appreciations**
- ◆ **Regrets**
- ◆ **Learnings or Re-learnings**