



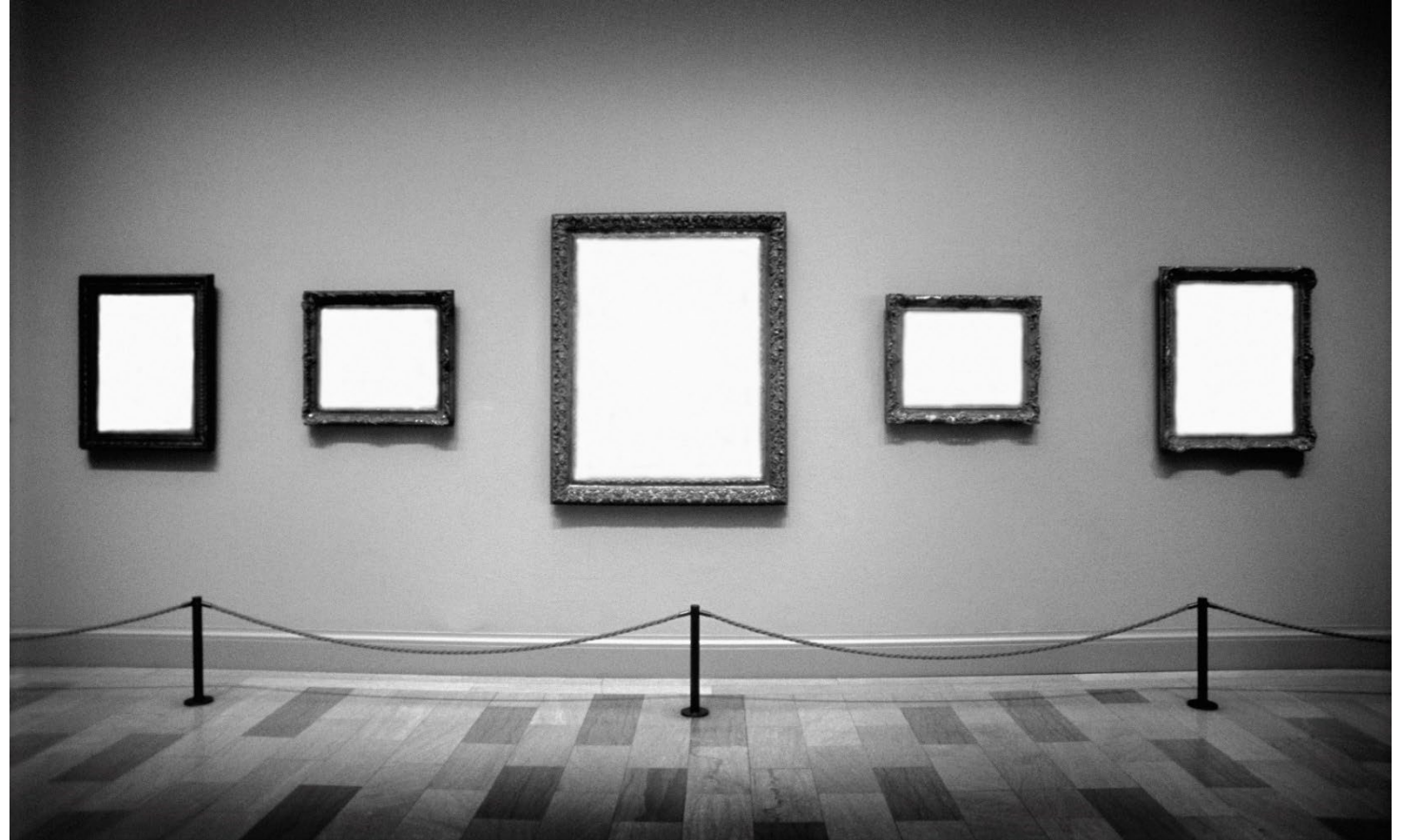
Working across difference

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IDI qualified administrator

Framing the learning

- **Establishing expectations**
- **Introductions**
- **Define diversity, equity and including (DEI) foundational key terms and stating the why**
- **Define barriers to DEI**
- **Engage in the topic: Working across difference**



Agreements

- Be present and remain engaged
- Share your story or truth and own your impact
- Respect other people's perspective and experiences
- Maintain confidentiality
- Practice curiosity
- Lean into the discomfort
- Accept and expect non-closure and non-disclosure

Chat or poll

Rate your comfort level of talking about issues of diversity, equity and inclusion and share why.

- 5 – I feel very comfortable
- 4 – I am somewhat comfortable
- 3 – I am not sure how I feel
- 2 – I am bit anxious
- 1 – I am terrified



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Building a foundation

9/5/2024

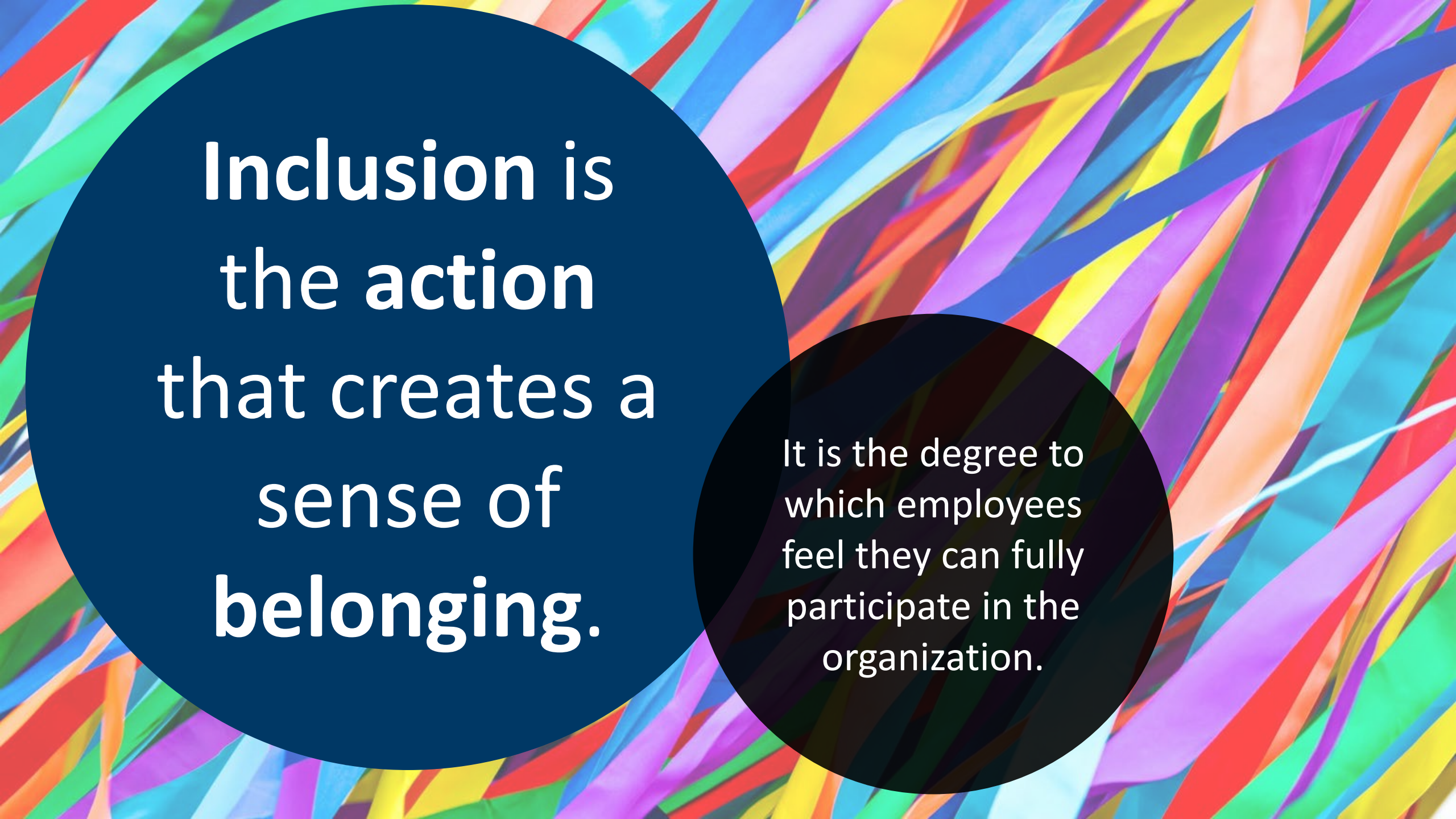


Diversity is a Fact

**The full spectrum of
human demographic
differences**

Why is diversity important to the workplace?

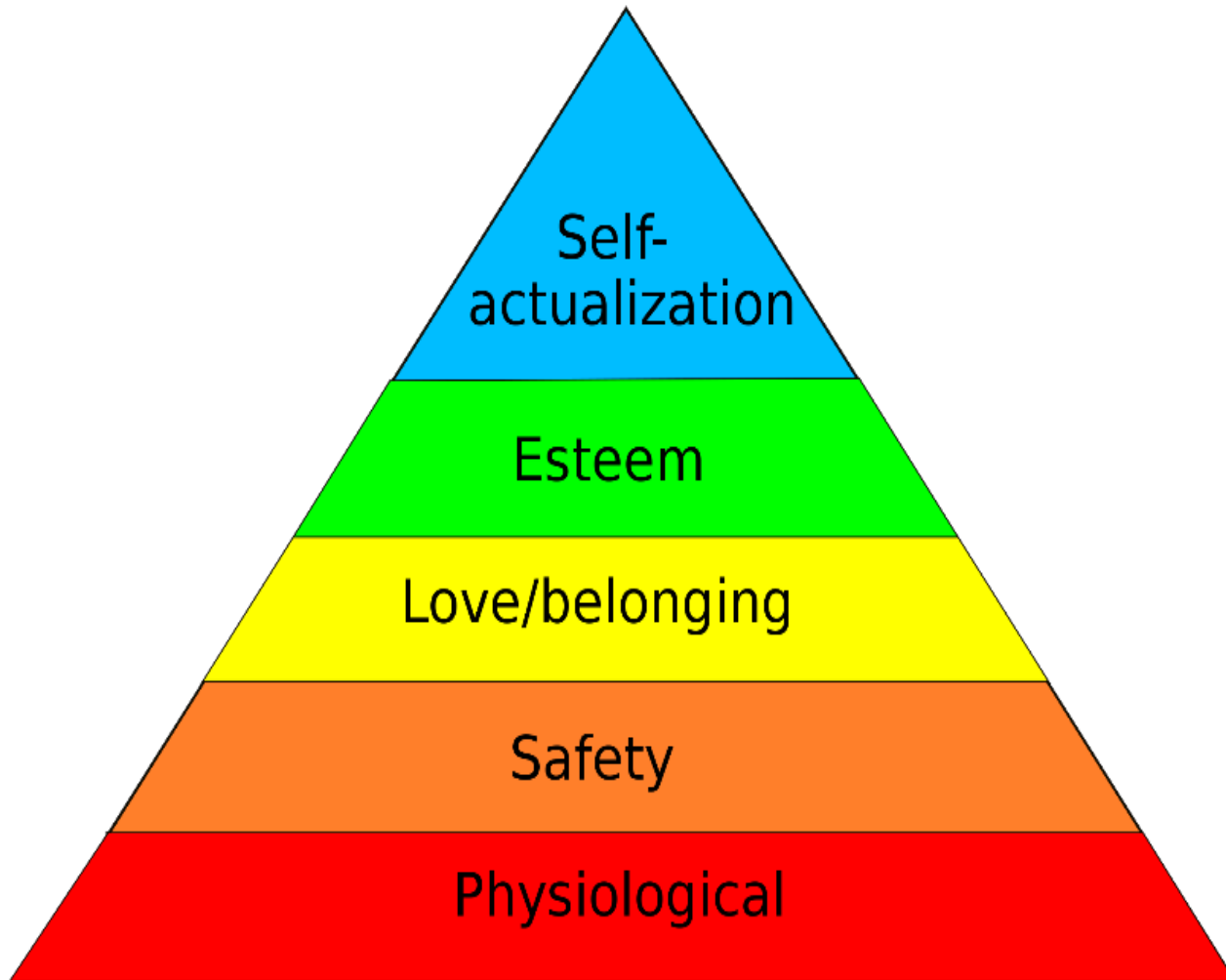
- **Diverse teams boost creativity and innovation**
- **Workplace diversity creates greater opportunities for professional growth**
- **Better decision-making**



**Inclusion is
the action
that creates a
sense of
belonging.**

It is the degree to
which employees
feel they can fully
participate in the
organization.

Belonging




- Belonging is the feeling of being accepted as a part of a group.
- Can I bring my authentic self to work? Or do I have to leave my identity(ies) behind?
- Am I doing more than surviving – but thriving – in the workplace?

Why do inclusivity and belonging matter?


- Organizations with reputations for being inclusive tend to attract more qualified applicants to their organizations.
- Inclusive teams make better decisions.
- Inclusive teams develop more creative points of view.





**Equity
addresses
the *systems*.**

It Includes decisions
regarding **policy, practices
and positions.**



Equity often
involves issues
related to
fairness in pay
at work.

Opportunities
for advancement
and fairness in
daily work
experiences

How we
serve the
community

Equality



Equity

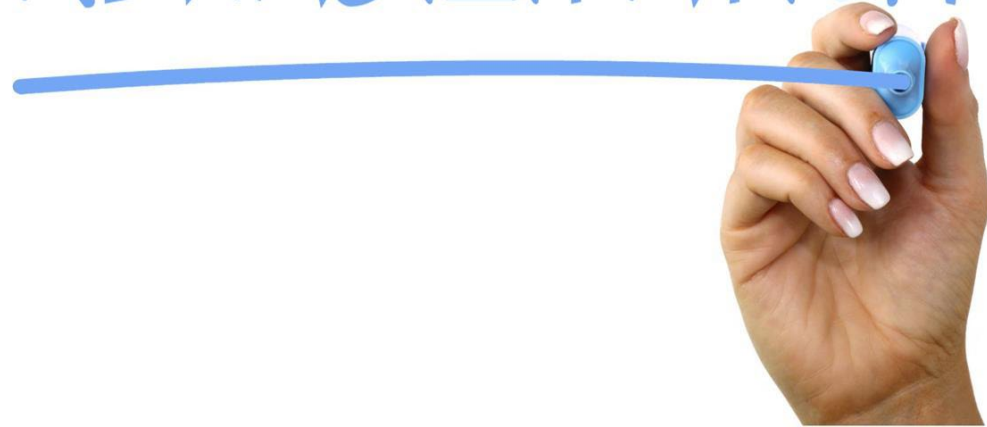


Equality and equity are not the same thing.



Addressing issues of diversity, equity, inclusion and belonging

REHABILITATION



- Increases the ability of rehabilitation to respond to different external stakeholder needs
- Builds community confidence in rehabilitation services
- Enhances our ability to communicate differently and more effectively
- Allows us to better understand and serve differing communities

Individual

Cultural understanding

- **Worldview**
- **Cultural lens**
- **Ways of communication**
- **Personal and social identities**

Bias – both implicit and explicit

- **Stereotypes**
- **Prejudice**
- **Discrimination**
- **Micro-aggressions**

Systemic

- **Organizational culture: values, expectations**
- **Policies and practices that guide the treatment of employees and members of the community they serve**

Barriers to diversity, equity, inclusion and belonging

Culture is ...



Culture

Values

Customs

Attitudes

Beliefs

Learning and transferring knowledge

Rituals

Language

Rites of initiation

Common history and traditions



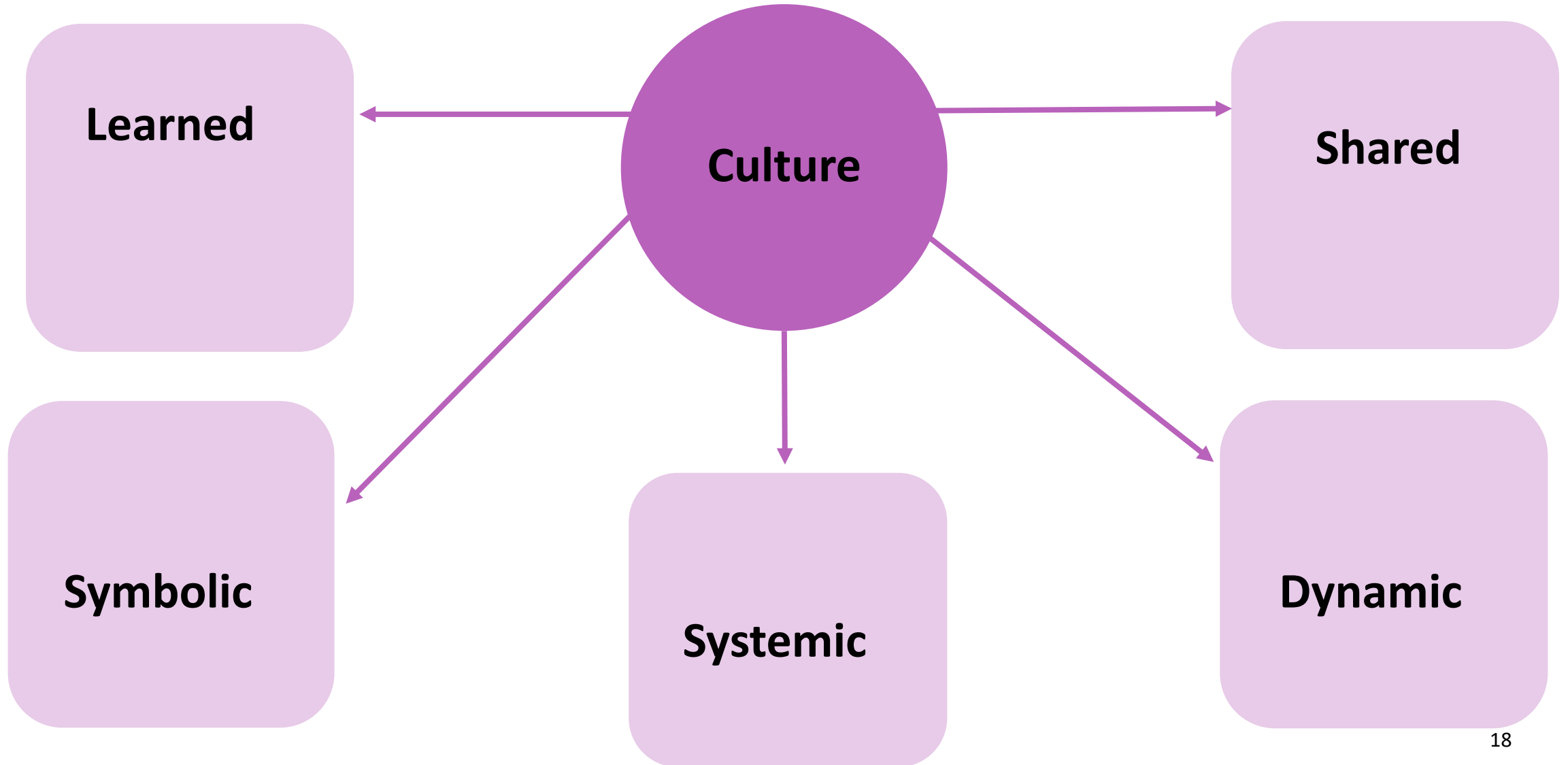
Values and principles


Purpose and mission

Symbols, boundaries and status indicators

Culture encompasses ...

Culture is also ...





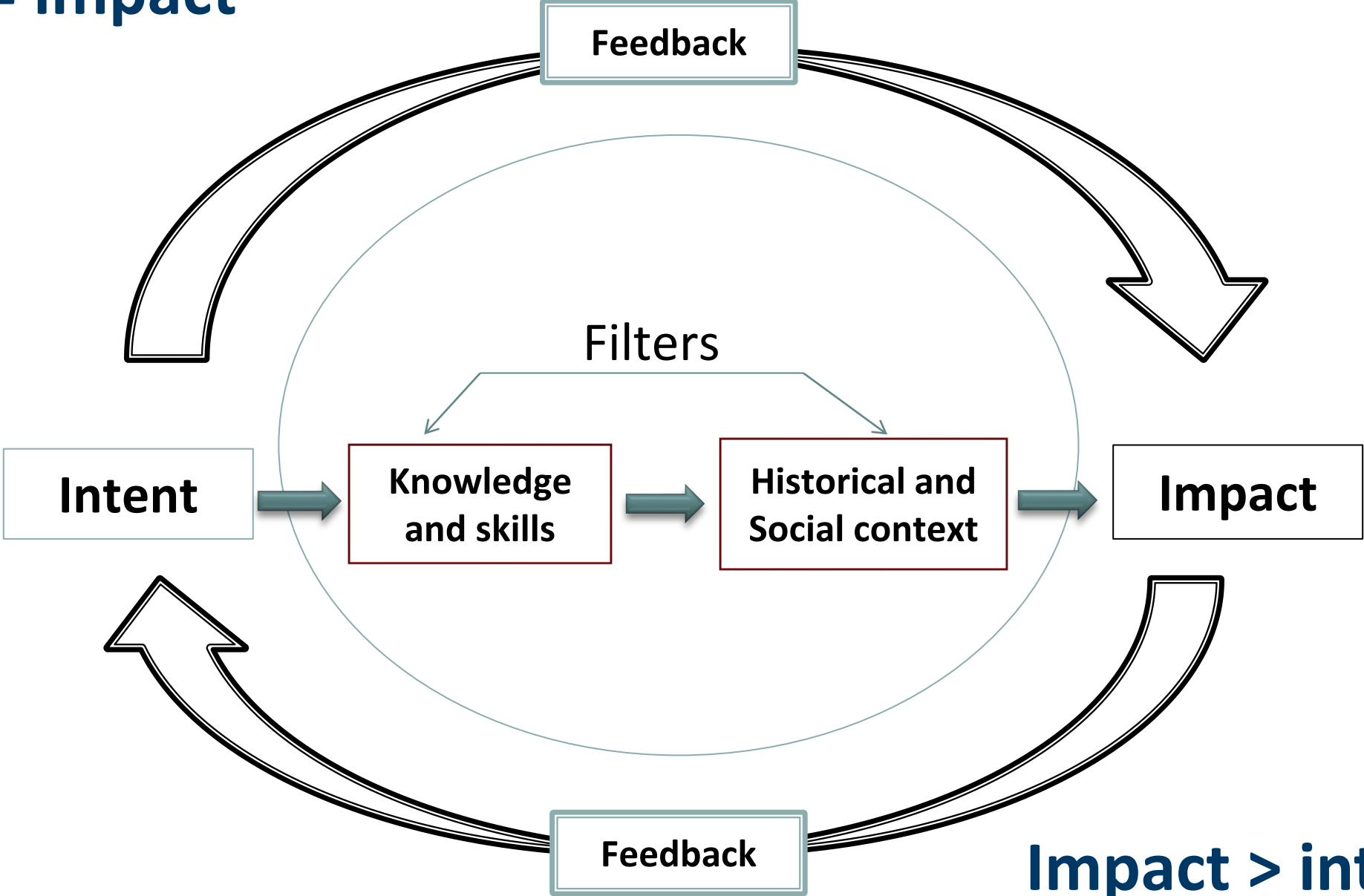
Organizational culture: A system of shared beliefs and behaviors that affects how workers from different ethnic and social groups perceive, understand, adapt to and address the goals of rehabilitation services.

- Multicultural
- Cross-cultural
- Intercultural



Working across difference?

Intent ≠ impact



Impact > intent

Multicultural

People from
various
cultures and
ethnicities

Cross-cultural

Interactions on an individual level


No organizational change

Others are based on the dominant culture, which is considered standard or the “norm”

Intercultural

Interactions lead to
mutual exchange of
ideas and norms

No one is left
unchanged



Intercultural:
An ability to go
between or
among cultures

Intercultural
competence

Competence:
An ability to be
effective and
appropriate

Personal cultural understanding

Personal cultural understanding is having a deep awareness of your personal culture and life experiences, and understanding how they influence your value system, worldview and practices recognizing and respecting the culture and life experiences of others and intentionally taking time to empathize with, understand and respect other perspectives.

Ultimately, it refers to appreciating a diversity of culture and experiences, and working with others to enhance personal and community well-being through culturally responsive action.

Worldview

“Because worldviews inform and define a person, a worldview is more than a personal feeling.”

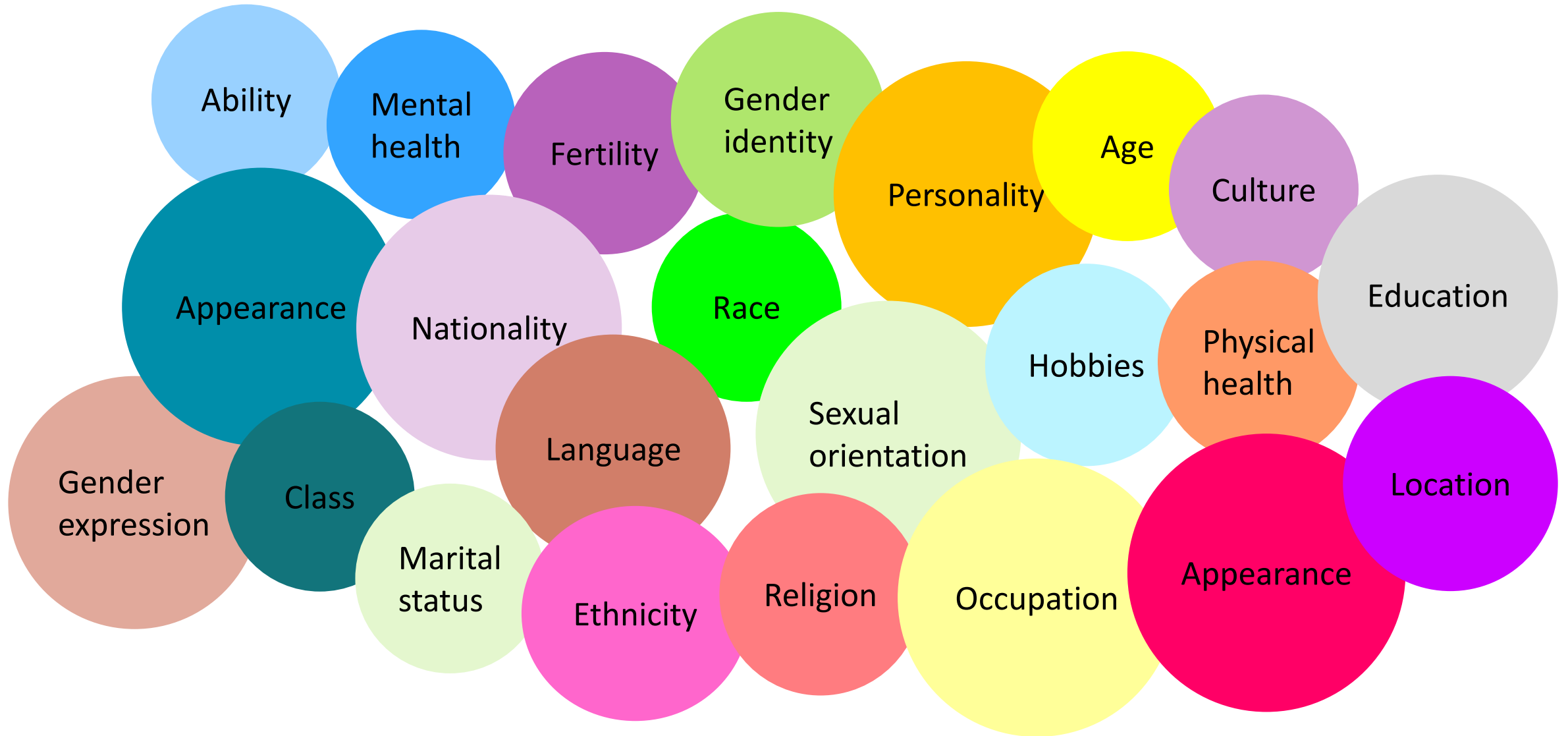


Cultural lens

- What do you value in yourself?
- Where did you grow up?
- What do you value in others?
- What are your core beliefs?
- Who is your family?
- Who are your friends?
- What do you do for a living?
- What traditions do you hold?



Multidimensional identity





Cultural self-assessment activity

Behavioral

Never	Sometimes or occasionally	Fairly often or pretty well	Always or very well
1	2	3	4

_____ I learn about and put into practice the specific cultural protocols and practices that make me more effective in my work with diverse individuals and groups.

_____ I develop ways to interact respectfully and effectively with individuals and groups.

_____ I adapt my communication style to effectively interact with people who communicate in ways that are different from my own.

_____ I work hard to understand the perspectives of others and consult with diverse colleagues and diverse resources about culturally respectful and appropriate courses of action.

_____ I work hard to understand the perspectives of others and consult with diverse colleagues and diverse resources about culturally respectful and appropriate courses of action.

_____ I am actively involved in initiatives, small or big, that promote interaction and understanding among members of diverse groups.

_____ I effectively and consistently intervene when I observe others behaving in a racist and/or discriminatory manner.

Developmental

Never	Sometimes or occasionally	Fairly often or pretty well	Always or very well
1	2	3	4

_____ I learn about and put into practice the specific cultural protocols and practices that make me more effective in my work with diverse individuals and groups.

_____ I develop ways to interact respectfully and effectively with individuals and groups.

_____ I adapt my communication style to effectively interact with people who communicate in ways that are different from my own.

_____ I work hard to understand the perspectives of others and consult with diverse colleagues and diverse resources about culturally respectful and appropriate courses of action.

_____ I work hard to understand the perspectives of others and consult with diverse colleagues and diverse resources about culturally respectful and appropriate courses of action.

_____ I am actively involved in initiatives, small or big, that promote interaction and understanding among members of diverse groups.

_____ I recognize my own cultural biases in a given situation and I am aware not to act out based on my biases.

_____ I am aware of within-group differences and I do not generalize a specific behavior presented by an individual to the entire cultural community.

Awareness

Never	Sometimes or occasionally	Fairly often or pretty well	Always or very well
1	2	3	4

_____ I view human difference as positive and a cause for celebration.

_____ I have a clear sense of my own ethnic, cultural and racial identity and how that is viewed by others with whom I differ.

_____ I am aware that to learn more about others, I need to understand and be prepared to share my own culture.

_____ I am aware of my discomfort when I encounter differences in race, religion, sexual orientation, language and/or ethnicity.

_____ I am aware of the assumptions I have about people of cultures different from my own.

_____ I am aware of the stereotypes I have as they arise and I have developed personal strategies for reducing the harm they cause.

_____ I am aware of how my cultural perspective influences my judgment about what I deem to be “appropriate,” “normal” or “superior” behaviors, values and communication styles.

_____ I am aware of within-group differences and I do not generalize a specific behavior presented by an individual to the entire cultural community.

Small group discussion

- How did it feel doing this assessment?
- What is something you had not thought about before?
- What is one area you want to develop more?

Cultural intelligence

- Aware of and can adapt to culture shifts in the workplace – both the organization and people
- Have the resiliency to be flexible and adaptable in any situation
- Ask questions to learn about others' backgrounds
- Change verbal communication
- Adapt to cross-cultural situations
- Practice and model intercultural competence

1

Avoidance – you **struggle** to work with people from other cultures and **avoid** people from other cultures as much as you can.

3

Adaptation – you are **comfortable** working with people from other cultures and can **navigate it well with results as expected**.

4

Culture bridge – you **share** your multicultural experiences with others to **build stronger cross-cultural relations**.

2

Ambivalence – you know it is **challenging, but you make the effort** to work with people from a diversity of cultures; however, you still receive a mixed result.

5

Culture leader – you become a **leader in multicultural and cross-cultural interactions to build awareness** and can **practice and model intercultural competence**.

Stages of cultural intelligence development

Making your plan



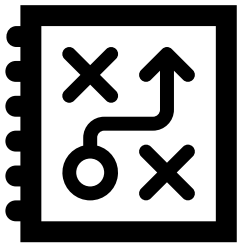
Drive

What is your motivation?
What is your purpose?



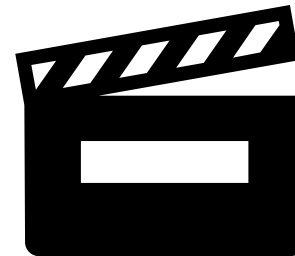
Knowledge

What do you want to know?
What do you need to know?



Strategy

What is your plan?
How are you going to
make it happen?



Action

Take your first steps.
Adjust when necessary.



Questions or comments?

Thank you

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