Microaggressions and the Workplace: The Role of Resilience in the Face of Understated Bias

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Objectives

- Introduction to the literature on microaggressions
- Introduction to microaggressions in the workplace
- Increase awareness of the various forms of microaggressions for professionals
Microaggressions- brief and commonplace daily verbal, behavioral, and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory or negative racial slights and insults to the target person or group.

(Sue et al., 2007, p. 273)
Categories of Relationship

- Microinsult
- Microassault
- Microinvalidation
<table>
<thead>
<tr>
<th>Types</th>
<th>Coping Mechanisms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Racial</td>
<td>Bonding together</td>
</tr>
<tr>
<td>Gender</td>
<td>Group Spokesperson</td>
</tr>
<tr>
<td>Sexuality</td>
<td>Confronting perpetrator</td>
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<tr>
<td>Class</td>
<td>Silence</td>
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<tr>
<td>Disability</td>
<td>Protective Factors and Resiliency</td>
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</tbody>
</table>
Microaggressions: An Interactive Exchange

Themes*

Messages

Examples

When Asian Americans and Latino Americans are assumed to be foreign-born
Assigning intelligence to a person of color on the basis of their race
Statements that indicate that a person does not want to acknowledge the presence of race
Denial of Individual Racism/Sexism/Heterosexism

A statement made when persons deny their racial or gender or heterosexual biases & privilege
Myth of Meritocracy

Statements which assert that race does not play a role in life successes
The notion that the values and communication styles that are Euro-centric are ideal
Tools for Inclusive Work Environment

❖ Be Self-Awareness
❖ Model Appropriate Language and Behavior
❖ Use Active Listening and the Non-Expert Stance
❖ Balance the Teachable Opportunity: Ignorance/Invisibility and Over-Kill are the unproductive ends of the response spectrum
❖ Create Safety for the Messiness of the Dialogue
❖ Become Knowledgeable about HR policies that Impact your Communication with Colleagues and Consumers/Patients
References


Questions
Thank You!

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