Managing micro-incivilities in the workplace

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Louise Weston
Using Zoom

Mute button
Chat
Polling
Micro incivilities

‘The kinds of daily, commonplace behaviours or aspects of an environment which signal, wittingly or unwittingly, to members of out-groups that they do not belong and are not welcome.’
Everyday racism: micro-incivilities

- Ignored and interrupted
- Constantly criticised
- Stereotypical judgements
- Not giving eye contact
- Not pronouncing name correctly
- Assumptions about skills/abilities/temperament
Polling Q1

How often have you witnessed MIs within the last 3 months?

1. Frequently
2. Sometimes
3. Never
Impact

- Biological
- Behavioural
- Emotional
- Cognitive
Polling Q2

How often have you experienced MIs within the last 3 months?

A. Frequently
B. Sometimes
C. Never
The Workplace Micro-Resistance Response Framework

- Self
- Relational
- Environmental
- Personal
Polling Q3

How often have you perpetrated MIs within the last 3 months?

A. Never
B. I think I probably have but I couldn't identify when
C. I have and I can identify when
Self

- Recognise MIs
- Understand own bias
- Recognise and challenge cognitive dissonance
- Be open to challenge
Environmental: Micro-affirmations

- Eyes
- Body language
- Acknowledgement
- Time and attention

- Involving
- Encouraging
- Inviting
- Building

- Remembering (name, details)
- Recalling (contribution)
Relational

- Mentoring programmes
- Strong support networks
Personal

• Be a second pair of eyes – reduce ambiguity

• Challenge MIs

• Support when others challenge
Challenge: ACTION

- Ask Questions: Curious exploration
- Carefully Listen: Active, open listening
- Tell what you’ve observed: behaviour
- Impact exploration: ask for impact
- Own your thoughts: Share view
- Next steps: what would you like happen
The Workplace Micro-Resistance Response Framework

**Know your potential to be a perpetrator**
- Recognise micro-incivilities
- Be self-aware: know your own biases
- Recognise and challenge your own cognitive dissonance
- Be open to challenge

**Help to create an environment where MIs are minimised**
- Practice micro-affirmations
- Proactively display pro-social behaviour to all staff

**Support strong relationships and networks**
- Mentoring programmes
- Networks

**Be an ally to those experiencing MIs**
- Be a second pair of eyes and help to reduce ambiguity around MIs
- Challenge the MIs
- Support when others challenge

**Self**

**Relational**

**Environmental**

**Personal**

**TONE-B**
Louise Weston

Pearn Kandola
@pearnkandola
@pklouise