



# Managing micro-incivilities in the workplace

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PEARN

KANDOLA

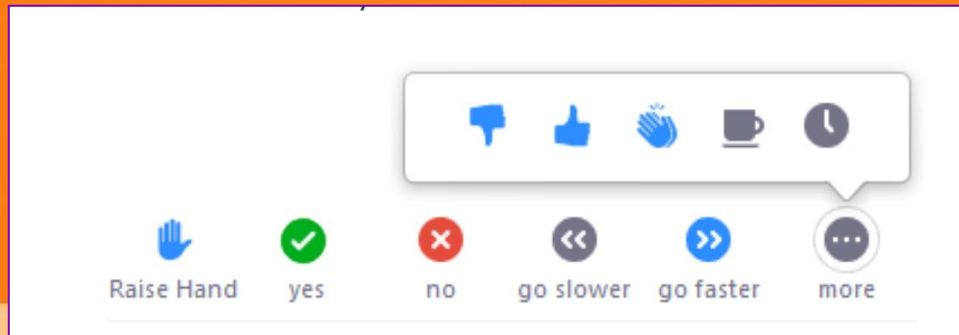


# Using Zoom

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



Not giving eye contact



Constantly criticised



Not pronouncing name correctly



Stereotypical judgements



Assumptions about skills/abilities/ temperament

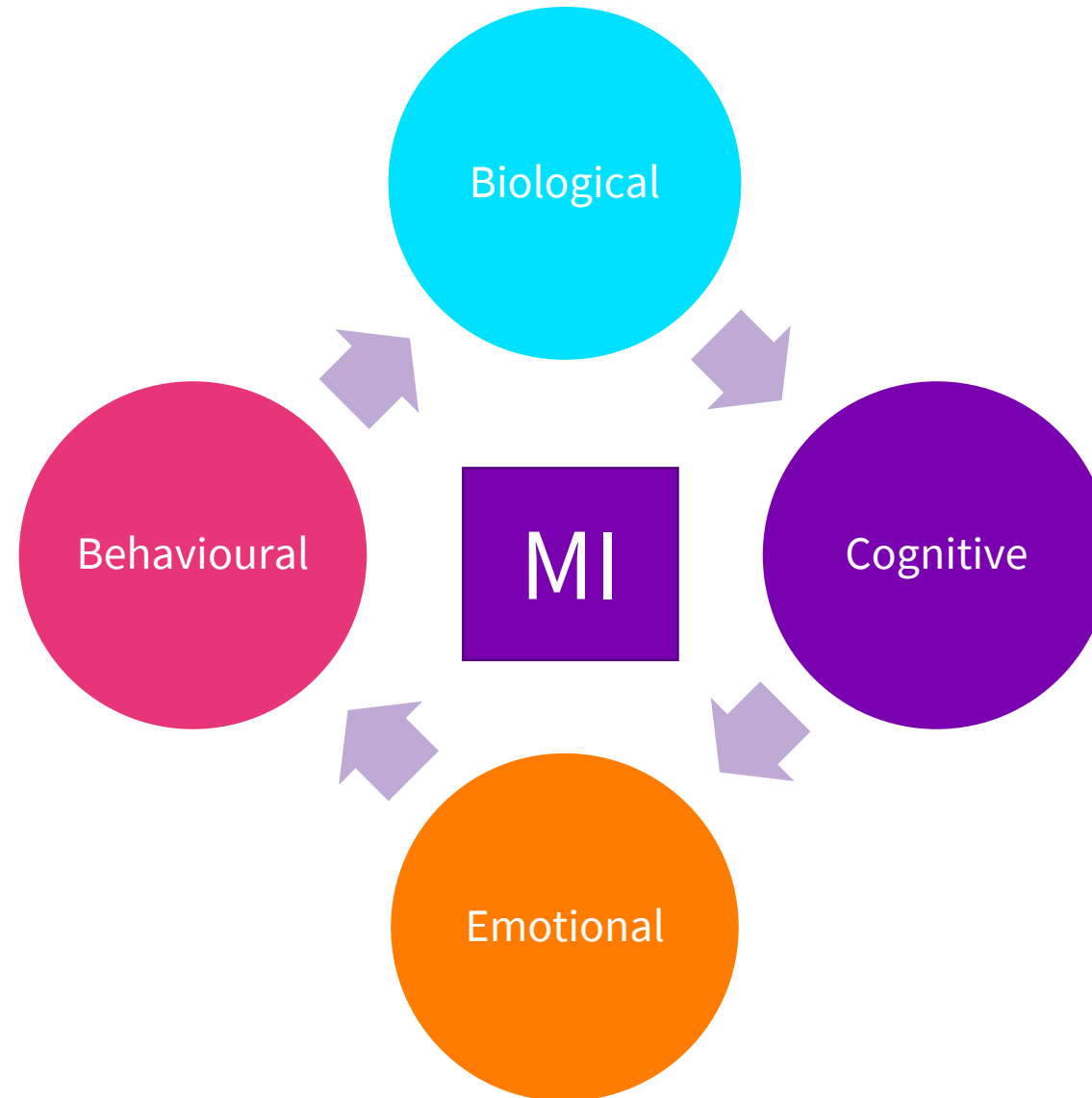
# Polling Q1

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

1. Frequently
2. Sometimes
3. Never



# Impact



# Polling Q2

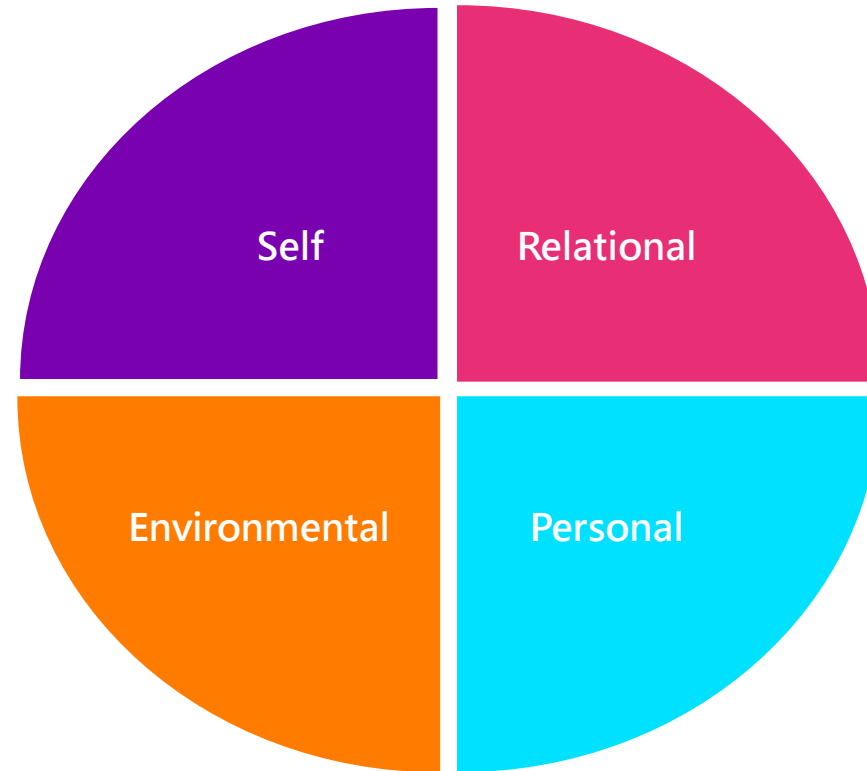
How often have you experienced MIs within the last 3 months?

- A. Frequently
- B. Sometimes
- C. Never





# The Workplace Micro-Resistance Response Framework

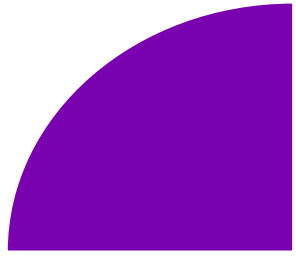


# Polling Q3

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





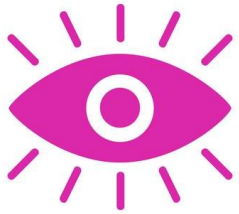
# Self

- Recognise MIs
- Understand own bias
- Recognise and challenge cognitive dissonance
- Be open to challenge





# Environmental: Micro-affirmations



- Eyes
- Body language
- Acknowledgement
- Time and attention



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



- Involving
- Encouraging
- Inviting
- Building



# 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

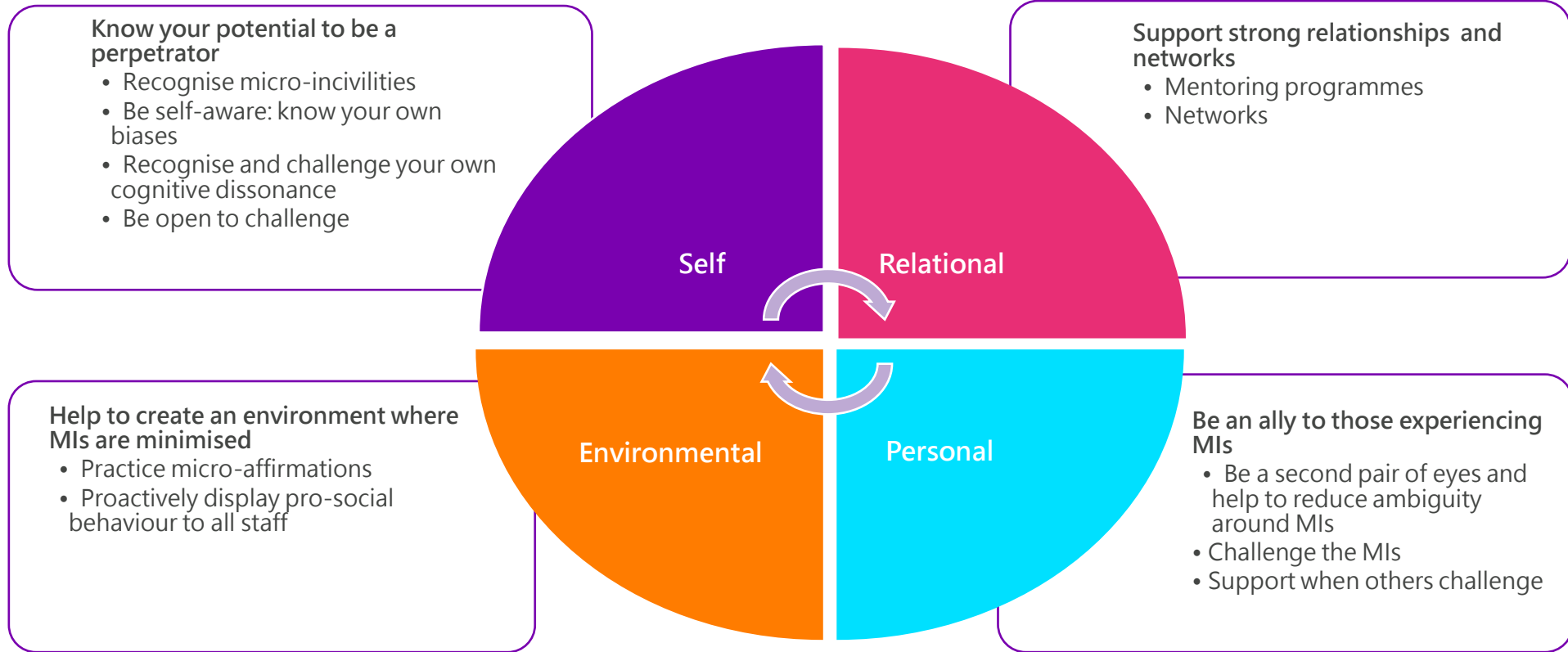
**Tell what you've observed:** behaviour

**Impact exploration:** ask for impact

**Own your thoughts:** Share view

**Next steps:** what would you like happen

# The Workplace Micro-Resistance Response Framework





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