



#Altraining

MICROAGGRESSIONS AND WORKPLACE BULLYING

UNDERSTANDING AND IDENTIFYING THE
IMPACT OF MICROAGGRESSIONS

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 **ACADEMIC
IMPRESSIONS**



LEARNING OUTCOME

After participating in both sessions...
...you will be able to better identify and address
microaggressions and bullying at your institution.

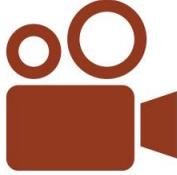
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IMPRESSIONS** 2

AGENDA SESSION 1

- Define and understand the impact of microaggressions
- Cost of microaggressions in the workplace
- Cultural identity
- Implicit bias
- Key considerations

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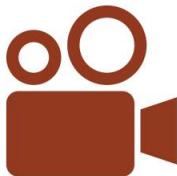
DEFINING AND UNDERSTANDING THE IMPACT OF MICROAGGRESSIONS



Organizational Climate

The events, messages, symbols, core beliefs, feelings, and much more, which make “our community” a welcoming [or not-so-welcoming](#) environment.

(Virginia Tech)



Cultural microaggressions



CHAT

What just happened?

What are microaggressions?

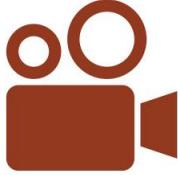
Brief and commonplace indignities,
whether **intentional or unintentional**, that
communicate hostility or negative slights
and insults that potentially have harmful or
unpleasant psychological impact.

(Solorzani, Ceja, & Yozzo, 2000; Sue, et.al. 2007)



Our experiences



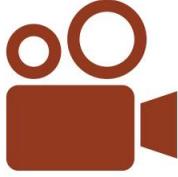


Gender microaggressions



RESOURCE

Theme, microaggression, and message



The weight of microaggressions

Your experiences



CHAT

**Share a microaggression that
you have experienced at work.
Why is this a microaggression?**

Well-intended

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COST OF MICROAGGRESSIONS IN THE WORKPLACE

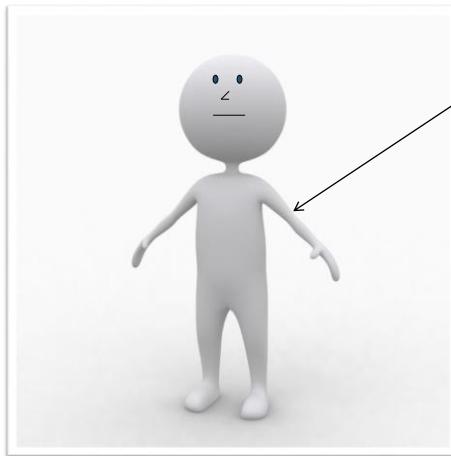


Microaggression cost



Interpersonal cost

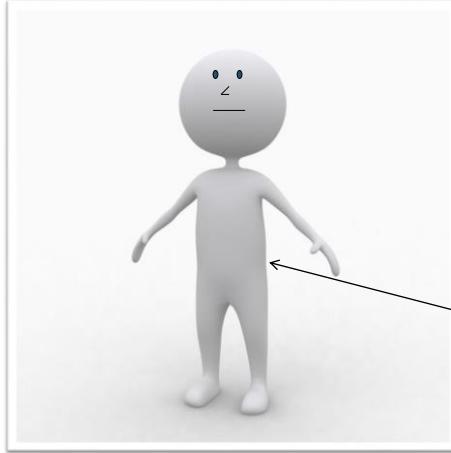
Microaggression effect



Emotional

- Emotional well-being
- Psychological turmoil
- Identity disengagement
- Low self-esteem

Microaggression effect



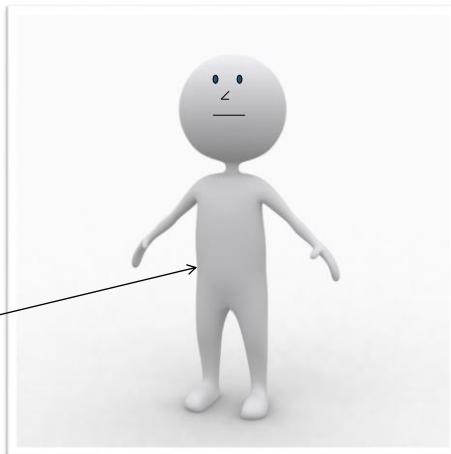
Behavioral

- Hyper-vigilance / skepticism conflict
- Devalue social group identities
- Fatigue and hopelessness
- Contribute to a hostile climate
- May reduce education quality

Microaggression effect

Cognitive

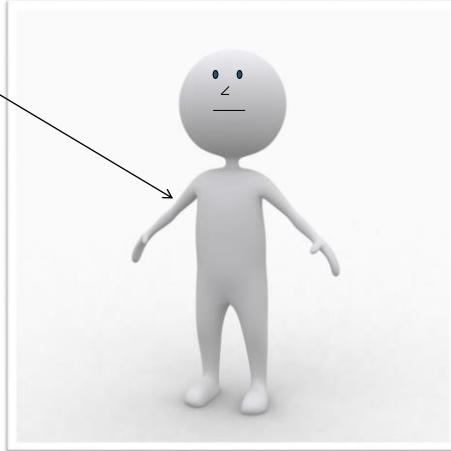
- Disrupted cognitive responses- decreased focus
- Trying to make meaning of incidents
- Identity disengagement
- Reduced learning
- Lower productivity



Microaggression effect

Biological / Physical

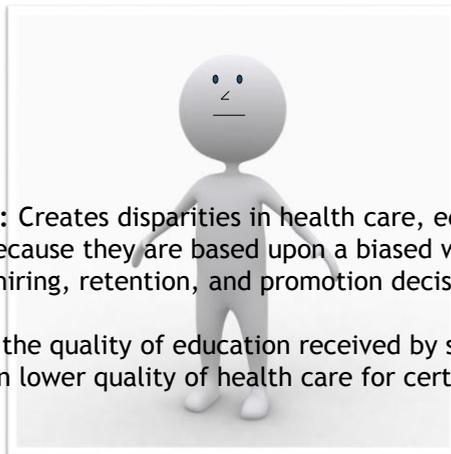
- Accumulation of stressors can equal a catastrophic health event
- Mental health issues
- High blood pressure
- Physical health issues

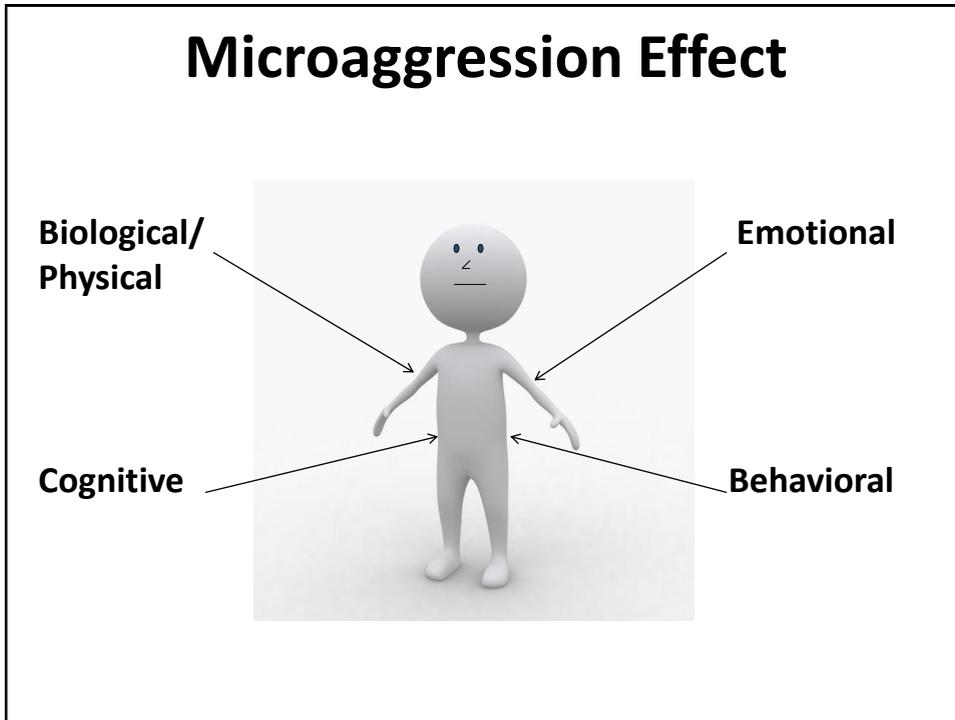


Microaggression effect

Systematically: Creates disparities in health care, education, and employment because they are based upon a biased worldview that is manifested in hiring, retention, and promotion decisions in the workplace

- May reduce the quality of education received by students of color
- May result in lower quality of health care for certain groups





Organizational cost

■ SHOW ME
THE \$\$\$

The increased cost of employee turnover due to a toxic employee tends to be about **\$12,000 per toxic worker**. What is not captured in the cost are other potential costs, such as litigation, regulatory penalty, and reduced employee morale (Housman and Minor, 2015).

■ SHOW ME
THE \$\$\$

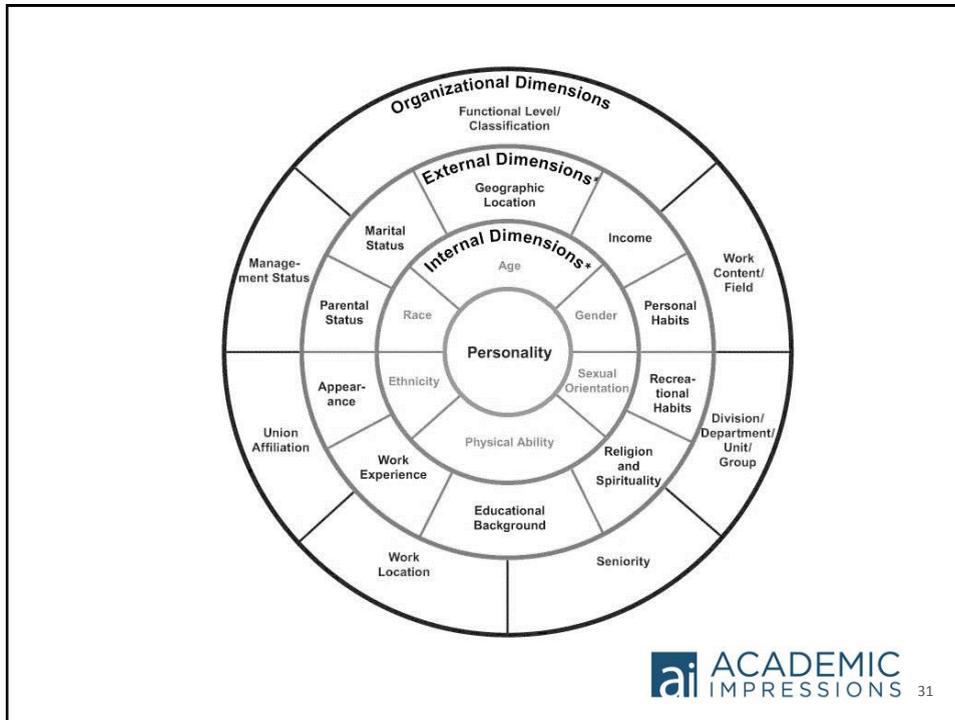
The Freada Klein Study(2003) gathered data from SEC filings and other public sources to estimate the cost of unfair treatment in a typical 500 company. Klein concluded that “the cost of inappropriate /unfair treatment was **\$919 per employee per year**,” in 2003 dollars, for a typical Fortune 500 service or manufacturing firm. She added that meaningful efforts to prevent or intervene could be undertaken for less then 10% of this figure - i.e. for **\$90 per employee per year**.



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CULTURAL IDENTITY

Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)



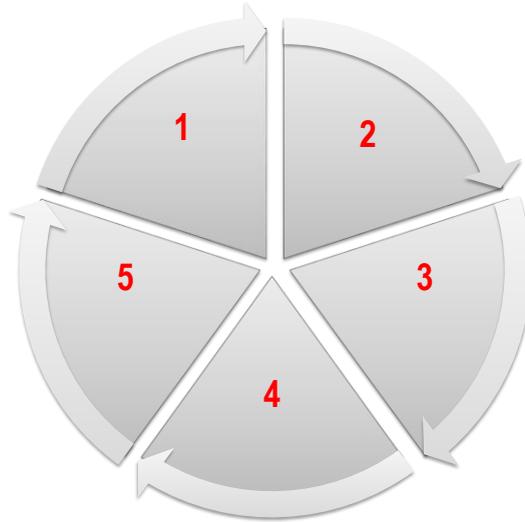
INTERNAL

Culture represents “the values, norms and traditions that affect how individuals of a particular group perceive, think, interact, behave and make judgments about their world” (Chamberlain 2005).

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EXTERNAL

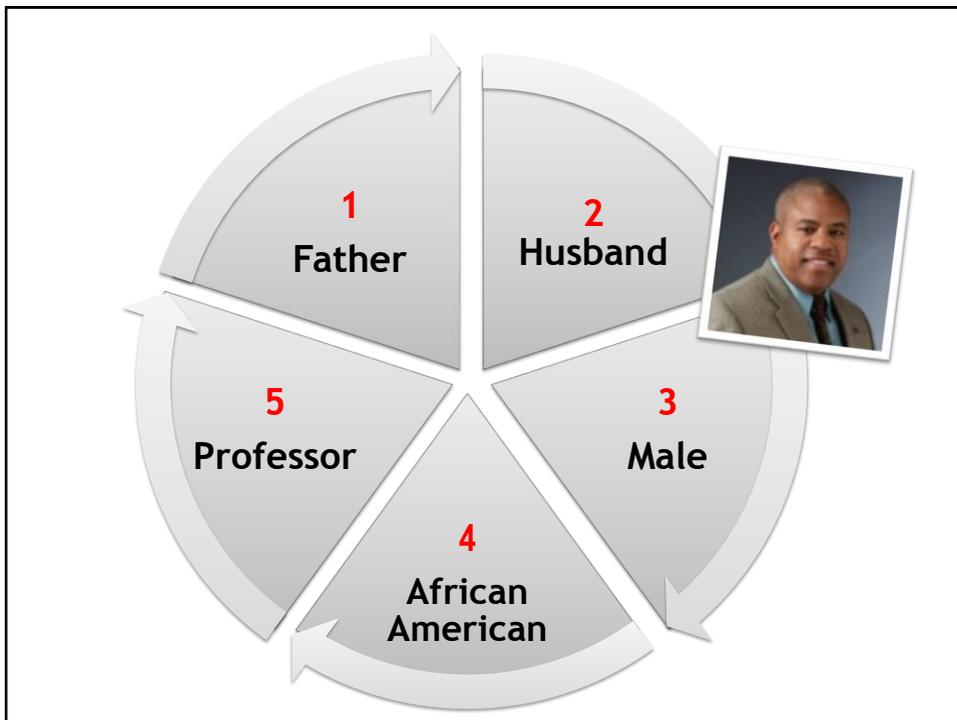
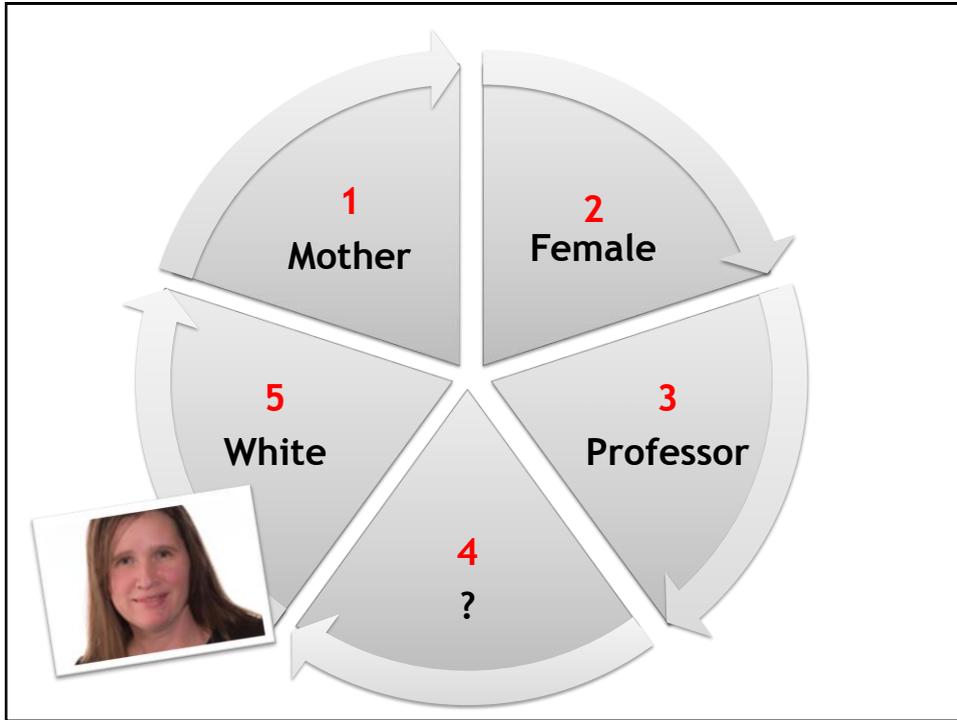
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ACTIVITY

Your internal and external identities

Understanding and Identifying the Impact of Microaggressions (Session 1 of 2)



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ACTIVITY

Comfortable or uncomfortable?

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POLL

**You find out the provost is
choosing to be a stay-at-
home dad.**



POLL

**You attend a professional
event and realize you are the
only person there of your
race.**



POLL

**A person who you think is
from the Middle East sits next
to you on an airplane.**



POLL

**Your new doctor went to
medical school in India.**



POLL

**You take your car in for repairs
and the head mechanic is a
woman.**



POLL

**You see a little boy wearing a
dress on the playground.**



POLL

**You see two men in a park
holding hands and sharing a kiss.**



POLL

**You watch someone who does
not have a visible disability park
in a handicap space.**



POLL

You find out that your new supervisor is 25 years younger than you.

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IMPLICIT BIAS

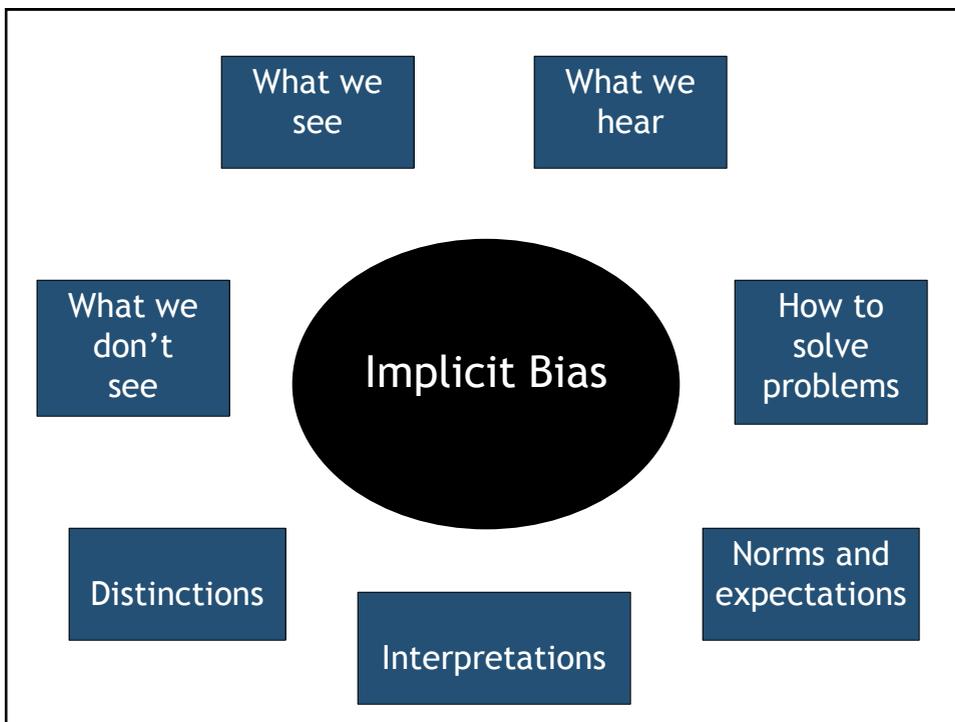
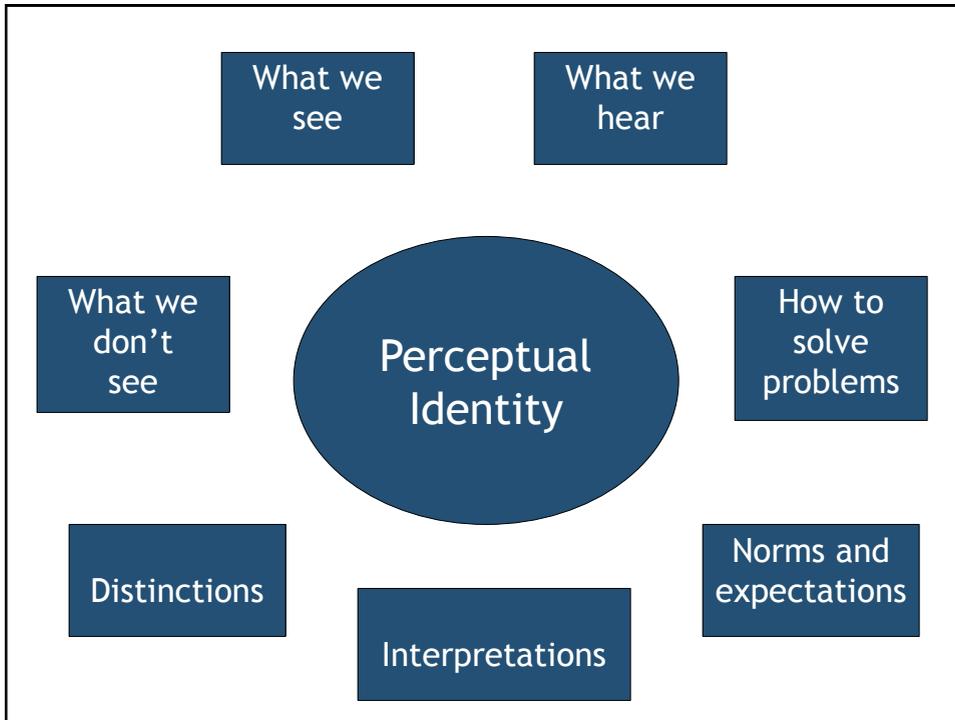
Implicit bias

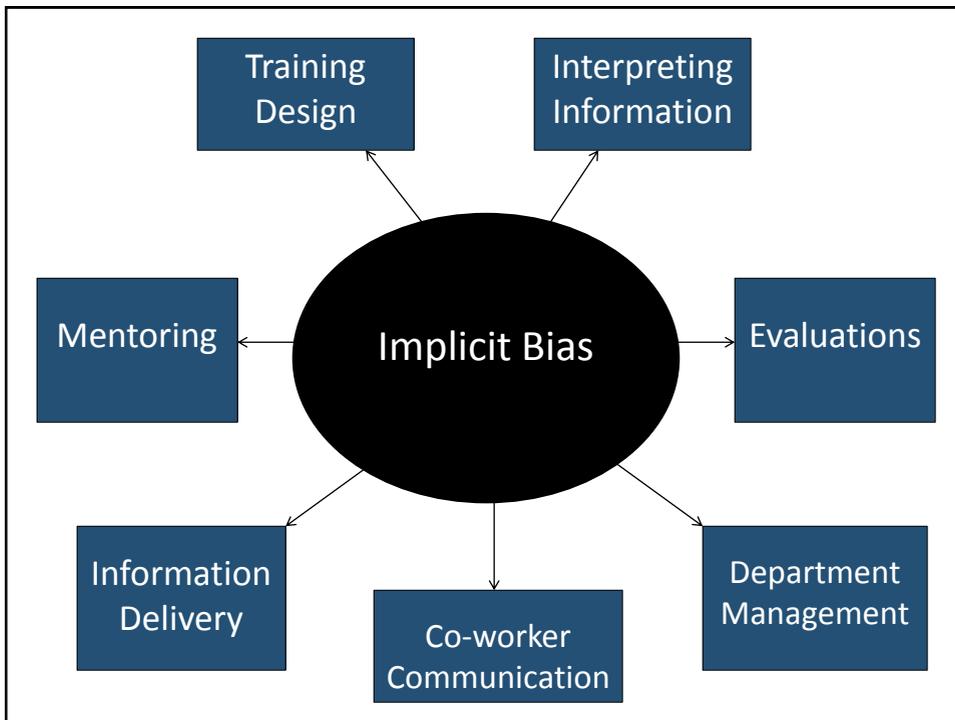
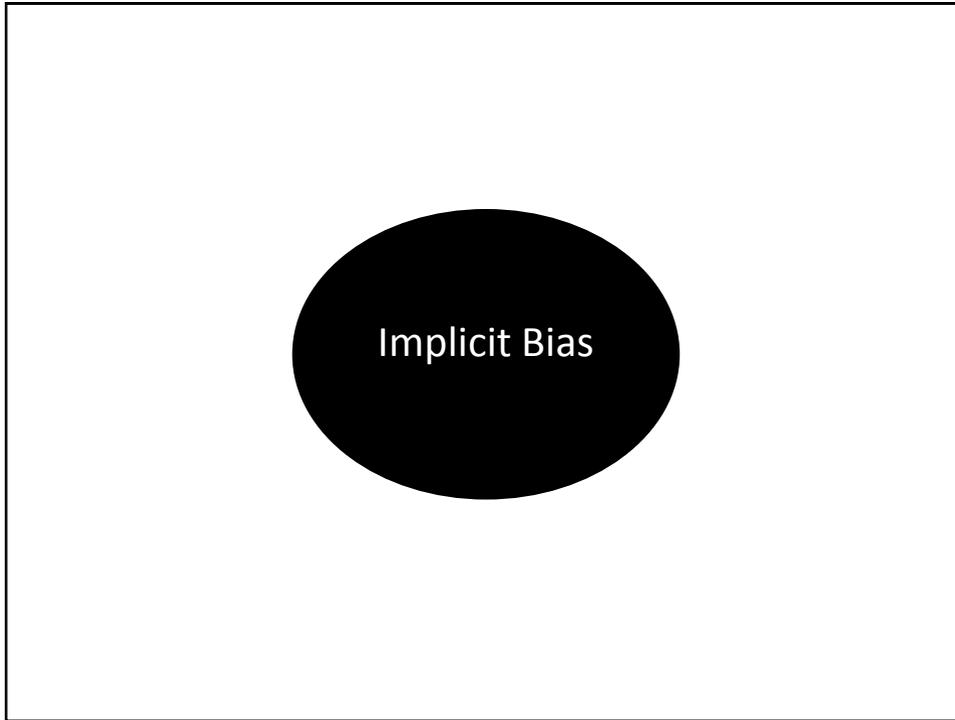
Attitudes or stereotypes that affect our
understanding, actions, and decisions in
an unconscious manner

These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual's awareness or intentional control.

FIVE PRINCIPLES

1. Learn about cultures and social identities from sources within the group.
2. Learn from healthy and strong people of the group.
3. Learn from experiential reality.
4. Learn from constant vigilance of biases and fears.
5. Learn by being committed to personal action against racism, sexism, heterosexism, and other injustices.







TAKEAWAYS

Microaggressions have a negative impact on:

- Individuals
- Workplace climate
- Your entire organization



TAKEAWAYS

Cultural awareness is foundational for understanding:

- Internal identity
- External identity
- Bias



TAKEAWAYS

Implicit bias affects organizational culture through:

- Employee interactions
- Decision making
- Policy development
- Career advancement



QUESTIONS





EVALUATION

Thank you!

Please remember to complete the event evaluation.
Your comments will help us continually improve the
quality of our programs.

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