

Diversity Leadership Council Sixth Annual Diversity Conference

Thursday, November 5, 2009

8:00 a.m. – 2:00 p.m.

Homewood Campus

WORKSHOP SESSION I - 9:45 a.m. - 11:15 a.m.

Select one only

1. A New Facet in Diversity:

Interprofessional Cultural Competence

Presenters: Shauna Acquavita and D. Andrew Tompkins

JHU/SOM, Behavioral Pharmacology Research Unit

Interdisciplinary practice is a necessity for today's professionals. One barrier to interdisciplinary practice is profession-centrism. Profession-centrism occurs when the individual only sees the world through the lens of his or her profession, which often leads to mistrust, conflict and failure. In order to facilitate a culture of interdisciplinary practice, interprofessional cultural competence education is needed. This interactive session will use small group exercises, brief didactics, and sharing of personal experiences to *define* interdisciplinary practice, *develop* strategies to enhance the practice in individual work environments, and *provide* the knowledge base to include interprofessional cultural competence in postsecondary education.

2. DLC Diversity Climate Survey

Presenter: James Calvin

JHU, Carey Business School

The Johns Hopkins Institutions Diversity Leadership Council (DLC) in early 2009 administered four structured workplace climate surveys in seeking to meet its charter from President Daniels. In conducting this effort there is now a workplace climate baseline stemming from the 2006 and 2009 surveys that sheds light on issues related to perceptions about diversity and workplace climate across the Johns Hopkins Institutions. At this session there will be a short presentation of data indicators that presents some disparities for African Americans, LGBT employees, employees with disabilities and for women faculty members. Thus, the session further involves gleaned insights and impressions, and will be a discussion about considerations and potential next steps to be taken by the Johns Hopkins Institutions as follow-up from the survey.

3. There Goes the Neighborhood!

Black Rage, White Guilt, and “One Big Chunk of Land” Claimed by All

Presenters: T. Adamaah Craig and Sheila Martel
Pepper & Salt Productions, Baltimore, MD

Sheila Martel and T. Adamaah Craig, co-creators and colleagues, will present short theatrical monologues, dialogues, and facilitated discussions around collectively held but seldom expressed beliefs within the African-American and Caucasian community dealing with issues of racial bigotry, gender, and entitlement in America.

This is an old conversation, but it rarely moves beyond guilt, shame, anger, and fear. Craig, who is black, and Martel, who is white, are seeking to model co-facilitation techniques which guide discussion beyond volatile emotions so that workshop participants begin to address underlying issues of equitable distribution of resources.

There Goes the Neighborhood seeks to bring issues of racial bigotry, gender and entitlement to the forefront. Martel & Craig will present finely crafted monologues, set in a modern day workplace setting. As cubicle neighbors who are in deep conflict over specific beliefs they hold about each other, the characters the facilitators will present are certain to yield productive discussion as the modern workplace is a microcosm of larger American society.

4. Overcoming Challenges to Community-Based Research: Collaborative Approaches to Reduce Health Disparities

Presenter: Brian Gibbs
JHU/SOM/DOM, Office of Diversity and Cultural Competence

This workshop will examine the scientific method of organizing Community Based Participatory Research (CBPR) and other methods to examine and address health disparities in urban and rural communities. At the conclusion of the session, participants will be able to: Articulate the process of implementing a multi-stakeholder community based participatory research infrastructure and project in a unique urban setting; Identify at least 3 ways community members can be directly involved in the design and implementation of community-based research; and identify the failures and successes of academic-community partnerships.

5. Understanding, Assessing & Improving the Climate for LGBT People

Presenters: Candace Gingrich-Jones and Deena Fidas
Human Rights Campaign (HRC) Office, Washington, DC

Have you ever wondered what was going through the minds of LGBT people at Hopkins? JHU offers domestic partner benefits to same-sex couples and covers sexual orientation and gender identity in its non-discrimination policy. But inclusive policies are just part of an employee's total workplace experience. This session will provide the knowledge to understand the primary indicators of LGBT workplace climate and provide suggestions for improving it. We will also provide tools for improvement developed by the HRC Workplace Project as well as helpful tips on implementing these resources in your workplace.

6. OUCH! That Stereotype Hurts

Communicating Respectfully in a Diverse World

Presenter: Janet Harding
JHHS, Bayview Medical Center

Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all are welcomed, treated with respect and able to do their best work. Yet, some people who want to speak up don't know how. So, we say nothing.

Learning Point Highlights

- Understand the impact of stereotypes and biased statements, even when casually said.
- Identify the most common reasons people sit silent in the face of bias and stereotypes.
- Enhance skills for speaking up against stereotypes without blame or guilt.

7. Leading The Multigenerational Workplace

Presenter: Wanda L. King
CHOICE Learning & Management Solutions, LLC, Columbia, MD

Labor shortages in many industries and the rising average age of retirement have led to major shifts in workplace demographics. For the first time in modern history, the workplace spans four generations. This rich mix of generations brings with it tremendous benefits to the work team. Leaders of multigenerational workforces are faced with the challenge of leveraging generational commonalities while successfully managing different perspectives on work ethic, leadership, and authority. In this workshop, participants will examine the characteristics of each generation, discuss leadership challenges, and explore best practices for successfully managing and working in a multigenerational work environment.

8. Faculty Diversity: From Theory to Practice

Presenter: Caroline Laguerre-Brown
JHU, Office of Institutional Equity (OIE)

Extraordinary ideas, collaboration, and scholarship flow naturally from a broad spectrum of backgrounds and experience. Recognizing the value of faculty diversity, in its broadest sense, creates environments that derive the greatest value from its community. This workshop will help participants identify and develop strategies for tackling the challenges of recruiting and retaining faculty that are as diverse and multi-faceted as the Johns Hopkins enterprise.

9. Leading a Diverse Organization Towards Greater Inclusion; Some Pathways to Success

Presenter: Art McCombs

JHU, Homewood Human Resources

This presentation will address the question of diversity leadership effectiveness and its relationship to moving an organization towards greater inclusion and being perceived as an employer of choice. A contemporary model for diversity leadership will be discussed as part a comprehensive diversity strategy and identify successful elements which foster a sense of greater inclusion for community members. Participants will also be asked to engage in some group exercises designed to produce a level of self-awareness and discovery about their own diversity leadership style and opportunities to improve their leadership skills as part of their professional development.

As part of a review and critique of best research practices in cultural diversity and inclusion programs, participants will learn about emerging trends and how organizations can adapt these trends to support their own strategic diversity goals. The role of human resources in serving as a strategic business partner and internal consultant to leadership will also be discussed in aligning human resource goals with diversity goals and objectives.

10. Accessible Environments for All: Low to High Tech Strategies and Tools

Presenters: Margaret (Peggy) Murphy and Denise Schuler

Maryland Technology Assistance Program (MDTAP), Baltimore, MD

This workshop introduces employees, employers, and the aging population to a variety of assistive technology and services that support individuals with disabilities in the educational, work and home environments. The format includes a PowerPoint presentation and a hands-on opportunities to try low tech, mid-tech and high tech tools. Practice environment scenarios illustrate inexpensive and cost effective solutions. Each participant will receive resources including [A Guide for Recruiting, Hiring and Employing People with Disabilities](#); [Disability Etiquette](#), a catalog of sample workplace technologies and more.

11. Transforming Data Into Action...Where Do We Begin?

Presenter: Debbie Sampson

JHU, Talent Management & Organization Development

One of the greatest challenges faced by higher education organizations conducting Climate Surveys occurs during the Post-survey Action-planning and communication phase. Campus climate surveys can be very helpful starting points, but they should be followed up by decisive action that builds on the data that are gathered. Departments collect their employee feedback; they uncover important issues, challenges, or even best practices within their own area that can have a major impact on organization's success. They find themselves asking, "Where do we begin?" This workshop will equip you with tools to help you develop action plans, based on feedback data findings that you can use to address those challenges and opportunities to achieving your team/department/organizational goals. In this highly interactive, fast-paced course participants will:

- Learn about proven & powerful action planning tips and how to develop steps to move forward
- Be aware of ten core ingredients for fostering campus diversity/inclusion success
- Learn how other colleges and universities are developing action plans and tools for holding individuals and leaders at all levels accountable for addressing issues of diversity
- Know what common pitfalls to avoid when conducting post-survey action-planning
- Get tips for how to make the planning process more collaborative and strategically aligned with overall achievement of the organization's goals & objectives

12. Understanding The Arab and Muslim Communities

Presenter: Nawar Shora

Diversity Education and Law Enforcement Outreach at the American Arab Anti-Discrimination Committee (ADC), Leesburg, VA

Variations of this seminar have been used with FBI, EEOC, DHS, DOJ and others. It is approached from a non-threatening, light hearted, and laidback angle to help build trust and break down barriers easily and quickly. The session will provide an open forum to address any and all relevant questions in a non-hostile environment.

The session will start out with a pop quiz on the Arab and Muslim cultures. Attendees will then engage in an interactive dialogue with the presenter to address and probe an individual's perceptions about Arabs, Arab-Americans, and Muslims by discussing the following:

- Explain and differentiate between Arabs and Muslims both domestically and globally, including population figures and appearance.
- Provide a thorough background of Islam and its belief system. Explaining the five pillars, fasting, "Allah", and "Jihad." Address possible points of conflict that may arise out of lack of knowledge, i.e. an individual reading the Koran in a public place or praying in public.
- Understand the background about Arab-American history and cultural & social norms.
- What is and what is not suspicious appearance versus behavior.

13. Legal Update:

The New Haven Firefighters Case and Other Developments

Presenter: Gerard St. Ours

JHU, Office of the General Counsel

This session will cover recent cases and legal developments and how they may relate to diversity initiatives and programs, including the Supreme Court decisions in the New Haven firefighter case, the law of retaliation, and the new Lilly Ledbetter equal pay law. The session is intended to provide legal insight for leaders as they develop and implement strategies for enhancing diversity and inclusion.

14. Workplace Violence and the Domestic Violence Connection

Presenter: David Thomas

JHU, Division of Public Safety Leadership

The workshop on workplace and the domestic violence connection is designed to make the participant aware of the prevalence of workplace violence as well as the interconnected nature of workplace violence and domestic violence. One multi-layered goal is to make the attendee aware or as well as provide skills to recognize, respond to, and support personnel who are victims of domestic violence. Secondly, participants will be provided with model responses/policies related to workplace violence as well as direction on how to develop a coordinated response to workplace violence in their own working environments.

15. Supporting the Hard of Hearing Student, Patient, and Employee: A Step Toward Excellence and Education

Presenter: Margaret Widner-Kolberg

JHU/SON

The presentation emphasizes the importance of awareness of educators, health care providers and administrators to the needs and differences of hard of hearing people. It identifies how our actions have an influence on a person with this invisible disability. The lecture presents steps to improve student learning by reducing their discomfort in the classroom environment and improving the educational setting by making it more conducive for the hard of hearing student. Strategies for health care providers and administrators will be covered focusing on the importance of aiding others who rely on assistive hearing devices to maximize their potential at work. Communication Rules that will benefit all are presented and explained.

WORKSHOP SESSION II – 11:25 a.m. – 12:55 p.m.

Select one only

1. Dealing with Toxic Talk in the Workplace

Presenter: Allison Boyle
JHU, Office of Institutional Equity (OIE)

The goal of this session is to help supervisors and HR managers recognize and effectively address negative talk in the workplace and the extent to which such talk can be a barrier to diversity and inclusion. Emphasis will be placed on dealing with rumors, gossip, and negative talk about individuals in the workplace, and the exclusionary impact such talk has on individuals.

2. There Goes the Neighborhood! Black Rage, White Guilt, and “One Big Chunk of Land” Claimed by All

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3. Lighting the Fire: Mentoring Individuals with Disabilities

Presenters: Gary Goosman and Rachel Dorman

National Collaborative on Workforce and Disability for Youth Institute for Educational Leadership (NCWD/Youth) and U.S. Department of Labor – ODEP

This session will provide employers and youth service professionals with the skills needed to make mentoring work and how best to utilize individualized mentoring plans. Participants will learn how to create career-based mentoring programs and how to utilize Individualized Mentoring Plans to maximize outcomes.

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Presenter: Janet Harding

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9. The Year In Review: Labor & Employment Law Update 2009

Presenter: Laurice Royal
JHHS, Legal Department

In this time of unprecedented change, you need, now more than ever, solid information, informed advice, and practical tips about managing the workplace. We will touch upon key developments in the law pertaining to such topics of the meaning of “protected activity”, “unconscious discrimination” and managing disability in the workplace. We will also focus on significant pending and newly enacted legislation as well as wide-reaching court decisions.

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11. Not in My Neighborhood

“Stirring Disability Into the Mix of Diversity”

Presenter: Jody Wildy

U.S. Department of Health and Human Services, Washington, DC

With retirement looming, purchase power dwindling and the housing market as it is, a new generation, minorities and people with disabilities will take over the helm of education, government and private industry. If these entities want to compete, it is imperative that people with disabilities are a significant part of this movement. Strong human capital strategies, which include recruiting, hiring and retaining employees with disabilities, are pivotal to maintaining a competitive advantage.

12. Regulatory Compliance for Cultural Competence and Language Access Services 101: A Primer for Leaders

Presenter: Cheri Wilson

JHHS, Quality Improvement

Equitable care has received the least attention of the Institute of Medicine’s six aims of healthcare quality. Until now! In an effort to reduce healthcare disparities, healthcare organizations that currently struggle to provide culturally competent patient-centered care in language understandable to patients will now have to demonstrate compliance with new regulatory standards. This session will use a combination of audiovisual materials, lecture, and discussion to provide an overview of:

- Definitions
- Federal Mandates and Regulations
- Patient Safety and Healthcare Quality
- Best Practices
- Critical to Quality: Take Home Points
- Resources
- Where to Begin: Must Reads