

# Diversity Leadership Council Fifth Annual Diversity Conference

Wednesday, October 29, 2008

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. Workplace Violence & the Domestic Violence Connection - Part 1**

Presenter:

David R. Thomas, JHU, School of Education

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 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.

### **2. Diversity 360°**

Presenter:

Caroline Laguerre-Brown, JHU, Office of Institutional Equity

Supporting a diversity initiative is easy. Translating that support into practical application when conflicts arise is very difficult. Participants will work in groups on a series of diversity case studies. Attend this session to enhance your ability to analyze complex diversity problems from all the relevant angles.

### **3. 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.

#### **4. The Power of Diversity & Inclusion:**

##### **Engaging Talent at Every Stage of the Employee Cycle**

Presenter:

Debbie Sampson, JHU, Organization and Talent Management

What motivates potential new hires to choose one job opportunity over another? What do employees find most satisfying, and what causes them to stay with an organization? What pushes talented employees out the door? How does organizational culture, attitudes/behaviors, and the power of diversity and inclusion impact employee engagement and maximize performance?

In this interactive session, you will learn:

- What attracts people to take a job
- What compels people to stay with a job
- Why do people leave a job, regardless of demographics
- How certain aspects of diversity (age, ethnicity, gender, disability) impact the career decisions

#### **5. The “Millennials” Are Here...Now What?**

Presenter:

Wanda King, JHU, Carey Business School

Sometimes referred to as Generation Y, Echo Boomers, and even “Generation Why?” the latest cohort of individuals who started entering college and the workforce in the late 1990’s still pose major challenges to those who would attempt to educate and manage them. In this session, participants will explore the characteristics of this generation, examine their communication and learning preferences, and discuss the kind of work environments that will be successful in attracting, retaining, and motivating them.

#### **6. Assistive Technology...**

##### **A tool for Recruiting and Retaining Employees and Students with Disabilities**

Presenters:

- Linda Andrews, Maryland Division of Rehabilitation Services
- Melissa Day, Maryland Division of Rehabilitation Services
- Joanne Kelly, Maryland Division of Rehabilitation Services
- Taylor McConnaughay, Maryland Division of Rehabilitation Services
- Lou Smith, Maryland Division of Rehabilitation Services
- Pam Winpigler, Maryland Division of Rehabilitation Services

Assistive technology is any type of technology that is used to improve the independence of an individual with a disability. Completing daily tasks at work or school such as reading textbooks or reports, writing term papers or emails can be a challenge. Assistive technology can allow a person with a disability to perform the essential functions of their job, participate

in class or complete assignments more effectively. Assistive technology can be a simple (low tech) device such as a signature guide, or a complex (high tech) device such as a video magnifier.

Participants in this session will explore assistive technology that can be used by people with cognitive, physical and visual disabilities. This is an excellent hands-on opportunity to try different pieces of adaptive equipment and programs. Come and find out how to use a computer without a mouse and how to write a paper when you have difficulty with spelling or have arthritis in your hands or fingers. Learn how easy providing a reasonable accommodation can be for a student or an employee.

## **7. Incivility in the Workplace:**

### **From Road Rage to Desk Rage**

Presenter:

John Fuller, JHHS, Human Resources, Office of Workforce Diversity

“From road rage to desk rage, incivilities in the workplace create derailing behaviors that are damaging to the workforce. Interactive discussion will focus upon major studies and reports from MIT, the University of Houston, Department of Labor and Reuters. Participants will gain an understanding and awareness of employee responses to surveys that include acts of bullying, incivilities, and other actions which prompt an entire list of negative workplace reactions ranging from lost time, production, resignation and even attempted suicide. Who actually commits these acts, how to recognize behaviors and employee perceptions and possible strategies for lowering the workplace stress threshold.”

## **8. Developing an Appreciation for Diverse Beliefs and Their Relation to Health**

Presenters:

- Mary Terhaar, JHU, School of Nursing
- Rev. Paula Teague, JHHS, Pastoral Care

Faith plays a significant role in health, illness, coping, and dying. Students who develop understanding of and appreciation for the many, diverse beliefs they will encounter in their careers will be prepared to respond with less prejudice, and with greater compassion and efficacy to the needs of those in their care. An elective is offered through the School of Nursing in collaboration with the Pastoral Care Department. Students are afforded opportunities to engage in open, informative discussions with leaders from many faith traditions. They learn the basic tenets of many faiths and the special perspectives of those who share them.

## **9. International Business and Promotional Ventures:**

### **A Cross-Cultural Perspective**

Presenter:

Bagher Fardanesh, Towson University

Communication competence is essential to the competitiveness of multinational corporations (MNCs). Yet, not enough attention has been given to this subject matter, particularly with respect to “cultural diversity”. The purpose of this presentation is to explore the nature of communication breakdowns and their potential consequences in both international business and marketing decisions. For further elaboration, a range of realistic examples will be provided. The presentation will identify several effective communication guidelines toward minimizing misunderstandings in culturally diverse environments.

## **10. Civil Marriage and Same-Sex Couples:**

### **A Look at the Disparity in Health, Disability, Death, and Retirement Policy for Lesbian & Gay Families**

Presenters:

- Lisa M. Polyak, JHSPH, Environmental Health Services
- Lorie Benning, JHSPH, Department of Epidemiology

Civil marriage for same-sex couples is a topic of much discussion today, in both the Gay, Lesbian, Bi-sexual, and Transgender (GLBT) community and the community at large. This workshop will explore some of the positives that can emerge from a society that embraces equal treatment in this arena. It will also be an opportunity for attendees to share their views with each other and with the facilitators on this important topic.

## **11. The Role of Human Resources in Managing Diversity: Change Agent or Change Captive?**

Presenter:

Arthur A. McCombs, JHU, Human Resources, Homewood Division

Managing diversity is a major human resource and organizational issue confronting most labor intensive organizations seeking to become an employer of choice and who want to maximize the performance of their workforce. This presentation will discuss the workforce demographic trends and the issues they represent for inclusion and equity and the challenges they represent to those human resource professionals seeking to support their organization’s diversity strategies. The presentation will address the following major questions in this critical area of employee and organizational development:

- What is diversity and what are its implications for change and promise for those organizations seeking to harness this phenomenon as a positive force for change?

- What is the role of the human resource professional in advising and supporting diversity strategies and initiatives in their organizations?
- What are the risk/benefits of implementing such a strategy?
- What role should senior leadership play in developing and supporting a comprehensive diversity strategy in their organization?
- What are the key performance metrics to measure and manage a successful diversity strategy?
- What role should staff play in developing and supporting such a strategy?

## **12. Legal Update: Recent Cases and Their Impact on Campus Diversity**

Presenter:

Gerard St. Ours, JHU, Office of the General Counsel

This session will cover recent cases and legal developments that affect diversity initiatives and programs. Issues covered may include speech and harassment, student admissions and financial aid, employment and affirmative action. This session will include discussion of a recent Federal Circuit Court of Appeals decision involving the case of a graduate student who brought a legal challenge against Temple University's sexual harassment policy on free speech grounds

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

Select one only

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## **6. Disability and Johns Hopkins University: How Are We Doing?**

Presenters:

- Peggy Hayeslip, JHU, ADA Compliance and Disability Services
- Dr. Richard Sanders, JHU, Student Disability Services
- Cynthia York, JHU, Sheridan Libraries

Johns Hopkins University is committed to recruiting, supporting, and fostering a diverse community of outstanding faculty, staff and students, including those with disabilities. In keeping with the spirit of Section 504 of the Rehabilitation Act of 1973 and the 1990 Americans with Disabilities Act, persons with disabilities should have the same access to facilities, communication systems, the academic and work environment, and activities as anyone else. Where are we in the process of creating an equitable, civil and respectful environment for this population? A panel of university members will provide an overview of the current initiatives including services for students, access to communication systems, and workplace disclosure and accommodations. At the conclusion of the workshop the participants should have a better understanding of disability at Johns Hopkins University, who qualifies for accommodations, and the process of determining and implementing accommodations.

## **7. Civility in the Workplace**

Presenter:

Daniel L. Buccino, JHU, Department of Psychiatry

Numerous studies have recognized that incivility in the workplace carries a very high price in human and financial terms. Serious attention is required to develop new models of civility in the increasingly diverse American workplace to differentiate businesses in today’s global economy to ensure employee satisfaction and retention, inspire customer loyalty, and generate more revenue and good will. This practical workshop will provide participants with a preferred vision of civility in the workplace and the skills needed to create an improved quality of work-life. Consideration of the place and power of civility allows us to better manage our relationships, live more satisfying and healthy lives, and be more productive and profitable at work.

## **8. A Commitment to Equity, Civility and Respect for All - The Commission's Work**

Presenter:

Charlene Moore Hayes, JHU, Human Resources, Homewood Division

This session will provide a history of the commission's efforts describing the Principles and the related recommendations. The session will include an interactive segment to share experiences and views on situations where equity, civility and respect are challenged in our workplace.

## **9. Cultural Competence in Health Care:**

### **Overcoming Language Barriers as a Strategy to Improve the Safety and Quality of Health Care**

Presenter:

Cheri C. Wilson, JHHS, Quality Improvement and Utilization Management

Research studies have documented that, due to language barriers, the health care of limited English proficient (LEP) patients is often adversely impacted.

This session will use a combination of audiovisual materials and presentation to discuss topics, such as:

- The effects of language barriers on patient safety and quality of health care
- Addressing the needs of LEP patients effectively
- The importance of non-English materials, access to language services, and the use of universal symbols in health care environments
- Experiences, lessons learned, and success stories from Johns Hopkins Hospital and other organizations

## **10. Freedom of Speech in the Workplace...Or Not**

### **A Review of the Law Regarding Free Speech in the Private Sector Workplace**

Presenter:

Laurice D. Royal, Esq., JHHS, Legal Department

We will discuss the legal implications of free speech in the private sector workplace. The following are examples of some of the questions we will delve into:

- Whether employees may express religious or other beliefs that may be different from the beliefs of the employer or co-workers.
- Whether employees may be disciplined for speaking a different language during lunch or breaks.
- Whether employees have a right to share salary information.
- Whether employers have a duty to restrict the speech of employees.

At the conclusion of this workshop, participants should understand how various employment laws relate to expression in the private sector workplace.

## **11. “That’s So Gay!” Exploring and Supporting the LGBT Culture as Straight Allies**

Presenter:

Brian Fruchey, Accenture

The LGBT community is a dynamic and changing social group. Never before in American History has a minority group made significant inroads towards acceptance and equality in such a short amount of time. While significant progress has been made in the past 30 years, our ingrained cultural attitudes continue to create a non-inclusive experience for many members of the LGBT community. Today, Straight Allies (individuals who identify as straight but believe in equality and justice) need to increase their awareness of LGBT issues as well as take action to disseminate a culture of acceptance.

The session will be divided into two parts. The first part will focus on the attitudes, backgrounds, and experiences of each segment of the LGBT community. Contrary to popular opinion, the needs of each member of the L-G-B-T community do not have mutually consistent goals and objectives. Each group is distinct and supporters must recognize the differences in the needs of each community. The second part of the presentation will deal with tactics Straight Allies can use to engage and support LGBT individuals.

## **12. Equity & Excellence:**

### **Preparing the Next Generation of Under-represented Gifted Students for College**

Presenter:

America Pinal, JHU, Center for Talented Youth

The persistent achievement gap of under-represented youth in the United States is addressed in the context of possibilities in bridging opportunity gaps. The Next Generation Venture Fund Scholarship Program was designed to provide equity in college preparation for under-represented gifted youth. The program mission is to increase the number of under-represented students prepared to enter selective colleges and universities. The presentation includes a description of this innovative college preparation program and will address equitable opportunities in college preparation to bridge the achievement gap. Strategies will be discussed for working with under-represented gifted students to better meet their academic needs.