

Minnesota Council on Transportation Access (MCOTA)

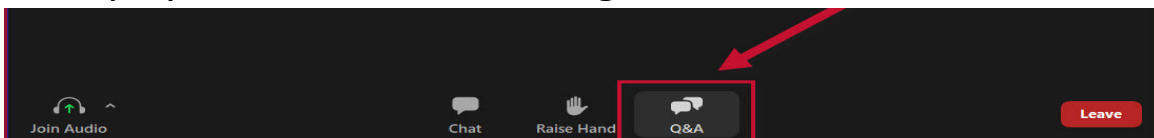
## Welcome to the Minnesota's Road to Volunteer Drivers Virtual Forum Series!

### 5th Stop: Person-Centered, Cultural Diversity, and Equity Training

March 17, 2021 | 9:30-11:30 AM and 1:00-3:00 PM

Housekeeping:

- To view **live captioning**, click the “More” button at the bottom of your screen to select.
- **If you have a question for the speakers:**
  - Use the **Q&A feature** at the bottom of your screen to submit questions at any time. These will be read verbally by the moderator during Q&A time.



- If joining by phone, press \*9 to raise your hand. The host will allow you to unmute during Q&A time to ask your question.
- If you have a **tech question** send a Chat to “all panelists.”
- On your screen you will see the PPT slides & the ASL interpreter.
- A **videorecording** of this forum will be posted to the event webpage following the event.
- An **evaluation** and a **PDH form** (professional development hours) will be emailed to all attendees following the event.

# Previous Stops/Forums

**11/18/20 -- 1<sup>st</sup> Stop: Current State and a Look into the Future of Volunteer Drivers**

**12/9/20 -- 2<sup>nd</sup> Stop: Policy Issues and Real Life Stories**

**1/20/21 -- 3<sup>rd</sup> Stop: Volunteer Driver Recruitment and Promotion**

**2/17/21 -- 4<sup>th</sup> Stop: How to Start a Volunteer Driver Program**

Each forum has drawn an average of 120 participants from 280 registrants.

Past forum videorecordings and materials are posted on each event's webpage at:

[www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/](http://www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/)

# Today's Agenda

## 1. Welcome and Introduction

- **Tom Gottfried**, Executive Director, MCOTA

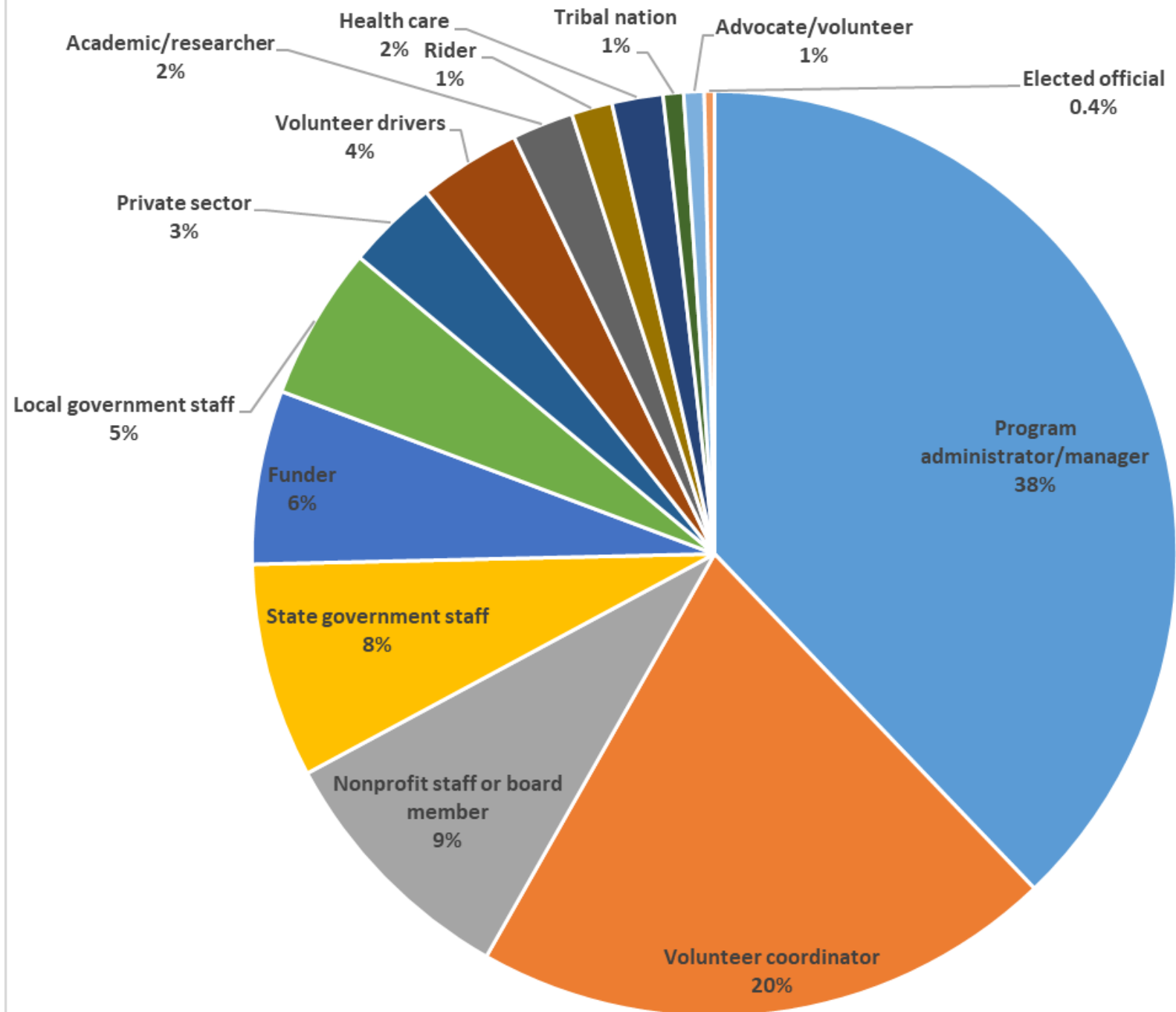


## 2. Cultural Diversity and Equity Training

- **Heather Stein**, Director of Diversity and Equal Opportunity, Minnesota Department of Employment and Economic Development



Responses from all series registrants regarding “Primary Role in Volunteer Programs”



# Responses from all series registrants: “What area/county/counties does your organization represent? Or if you are a rider, what county/area do you live in?”

Watowan	3
Freeborn	5
Lake Of The Wood	5
Martin	5
Mower	5
Pennington	5
Sibley	5
Blue Earth	6
Brown	6
Mahnomen	6
Nicollet	6
Norman	6
Red Lake	6
Dodge	6
Houston	6
Winona	6
Faribault	7
Goodhue	7
Roseau	7

Wilkin	7
Clearwater	7
Fillmore	7
Steele	7
Waseca	7
Kittson	8
Le Sueur	8
Lincoln	8
Nobles	8
Wabasha	8
Wadena	8
Beltrami	8
Polk	8
Becker	9
Cass	9
Cottonwood	9
Jackson	9
Lac Qui Parle	9
Lyon	9

Murray	9
Redwood	9
Rock	9
Swift	9
Chippewa	10
Hubbard	10
Marshall	10
Crow Wing	11
Rice	11
Todd	11
Wright	11
Big Stone	11
McLeod	11
Pipestone	11
Benton	12
Koochiching	12
Otter Tail	12
Yellow Medicine	12

Carver	13
Cook	13
Itasca	13
Lake	13
Morrison	13
Sherburne	13
Douglas	13
Meeker	13
Olmsted	13
Stevens	13
Anoka	14
Carlton	14
Chisago	14
Clay	14
Kandiyohi	14
Grant	14
Pope	14
Kanabec	15
Aitkin	15

Washington	15
Isanti	16
Scott	16
Renville	16
Traverse	16
Mille Lacs	18
Pine	20
St. Louis	21
Stearns	21
Ramsey	24
Dakota	25
Hennepin	29



*Continued:* Responses from all series registrants: “What area/county does your organization represent? Or if you are a rider, what county/area do you live in?”

- **Tribal Nations:**

- Representation across MN counties. Specifically:
  - **Mille Lacs Band of Ojibwe:** Aitkin, Crow Wing, Hennepin, Mille Lacs, Morrison, Pine, Ramsey, Chisago, Isanti, & Kanabec
  - **Bois Forte Band of Chippewa:** Koochiching & St. Louis
- **Blackfoot / Kootenai / Salish:** Flathead/Glacier County in Montana

- **National:**

- Arizona, Montana, California, Virginia, New York, Wisconsin, & Washington, DC

# Cultural Diversity & Equity Training for Volunteer Drivers

Minnesota Council on Transportation's Virtual Forum

Heather Stein - Director of Diversity and Equal Opportunity,  
Minnesota Department of Employment and Economic Development

March 17, 2021

Minnesota's Road to Volunteer Drivers Virtual Forum Series

 MINNESOTA



# A little about me

- My story
- Early career
- Pivot to diversity, equity and inclusion work
- My why



# Goals for today

- Improve understanding of diversity, equity and inclusion
- Increase sense of identity and self-awareness
- Heighten mindfulness of biases to lessen diversity gaps
- Become more culturally agile to improve service delivery

# Grounding

- Check in with yourself
- Growth mindset- be prepared to get uncomfortable
- Replace judgement with curiosity
- Diversity... from what?
- Consider how this session will benefit you

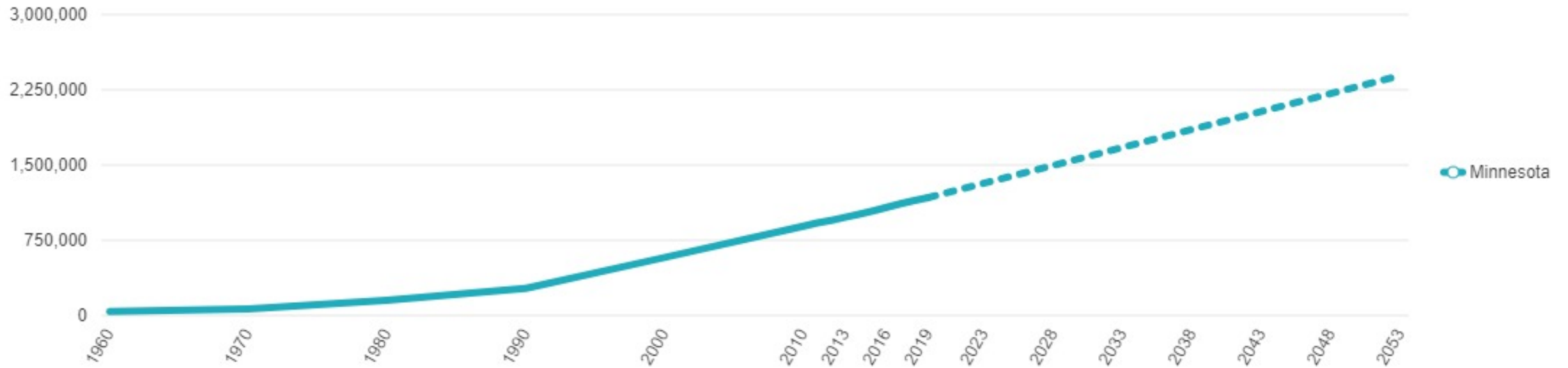
<b>Silent (1928-1945)</b>	<b>Baby Boomers (1946-1964)</b>	<b>Gen X (1965- 1980)</b>	<b>Millennials (1981-1996)</b>	<b>Gen Z (1997-2012)</b>
<b>Influences</b>				
Depression	Vietnam	Divorce	School violence	Great recession
WWII	Civil rights	Latchkey	Hurricane Katrina	Climate change
Labor unions	Assassinations	Communism's fall	Multi-culturalism	Covid-19
The New Deal	Feminism	Challenger Explosion	Terrorism (9/11)	Social media
Radio	TV	Computers	Mobile technology	
<b>Values</b>				
Respect authority	Change	Independence	Personal growth	Individual tasks
Sacrifice	Competition	Creativity	Diversity	Stability
Privacy	Hard work	Informality	Money	Diversity
Formality	Teamwork	Flexibility	Technology	Activism
Discipline	Loyalty	Balance	Personal time	Financial Security
Thriftiness		Fun	Connecting	



# Minnesota is becoming more diverse

## Persons of Color (number)

Minnesota, 1960-2053



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COMPASS



Minnesota's Road to Volunteer Drivers Virtual Forum Series

**m** MINNESOTA

# MN Demographic Changes (2020)

	<b>Percent residents of color</b>	<b>Percent increase since 2010</b>
Twin Cities	28%	30%
Southwest	15%	38%
Southern	14%	38%
Northwest	17%	24%
Central	10%	50%
West Central	10%	50%
Northland	9%	19%
Minnesota	21%	32%

Source: U.S. Census Bureau Population Estimates, Decennial Census

# Minnesota's Cultural Groups by Population Size

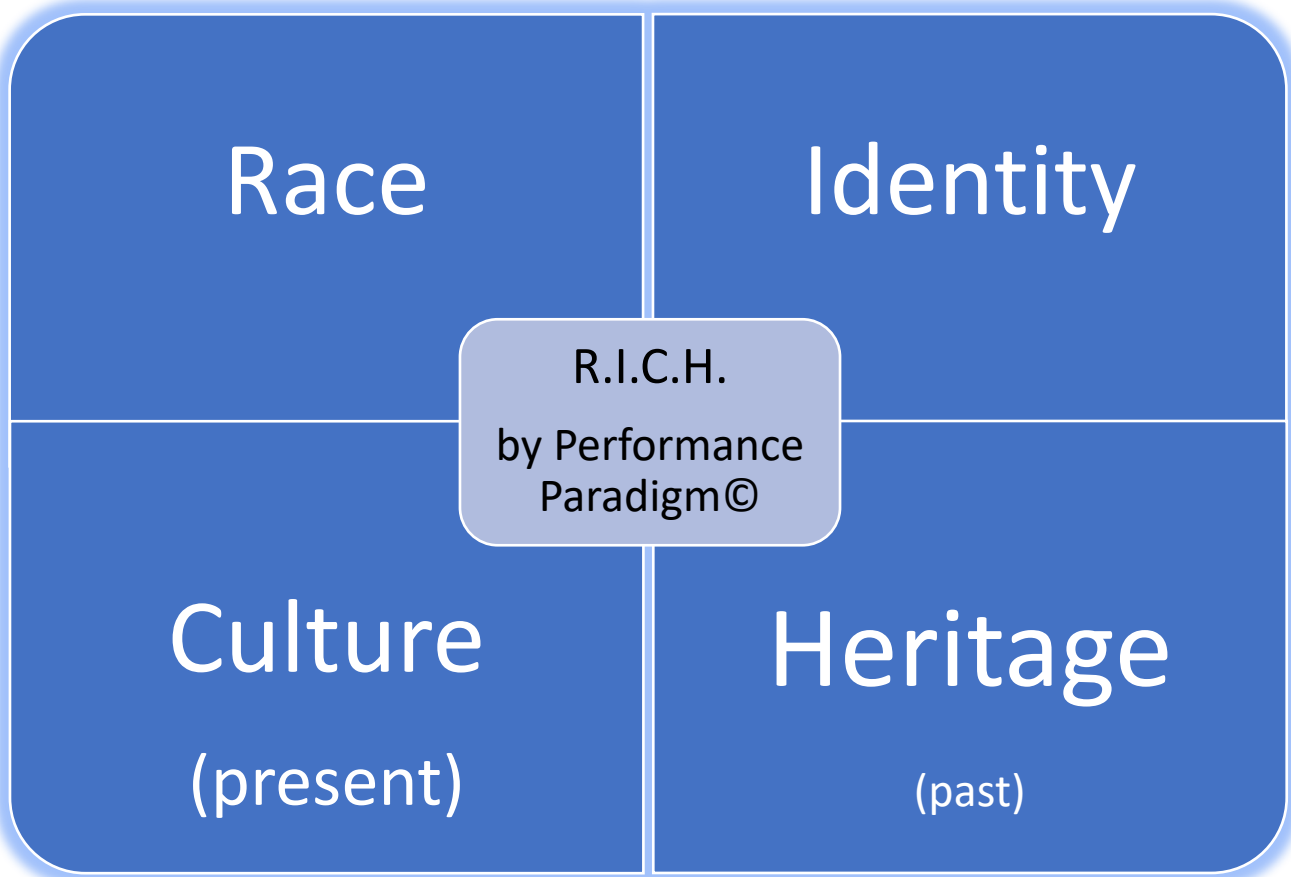
- White- 80.3%
- Black/African American- 3.4%
- Mexican- 3.3%
- Multiple cultural groups- 3.1%
- Hmong 1.4%
- Other Hispanic- 1.2% (not Puerto Rican)
- Somalian- .9%
- Russian- .9%
- Asian Indian- .8%
- Ojibwe- .6%

Data from the [Economic Status of Minnesotans 2018](#) report from the Minnesota State Demographic Center

# Group check & questions



# Shared language





# Diversity

**The condition of having a collection of perspectives of people who have unique traits, characteristics, and lived experiences.** Humans have multiple dimensions of identity that makes them who they are. The individual facets of identity may include, but are not limited to, characteristics such as national origin, language, race, color, disability, ethnicity, gender, age, religion, marital status, sexual orientation, gender identity, gender expression, socioeconomic status, veteran status, family structure, work style, etc.

# Inclusion or Inclusivity

**A set of behaviors and social norms that ensure people feel a sense of belonging, not in spite of differences, but because of them.** The act of being inclusive requires understanding of diverse cultures, mindfully respecting and honoring lived experiences, and intentionally collaborating with diverse groups to ensure outcomes do not only remove barriers for people but creates more equitable outcomes.

# Equity and Equality

**Equality**- Assuming everyone benefits from the same support resources, treatment, access.

**Equity**- Designing an equal outcome by distributing resources, treatment, and access based on the needs of the recipient [to have an equal experience].

FIGURE 7 | Equality vs. equity in the short and long term



In this first image, it is assumed that everyone benefits from the same support. They are being treated **equally**.



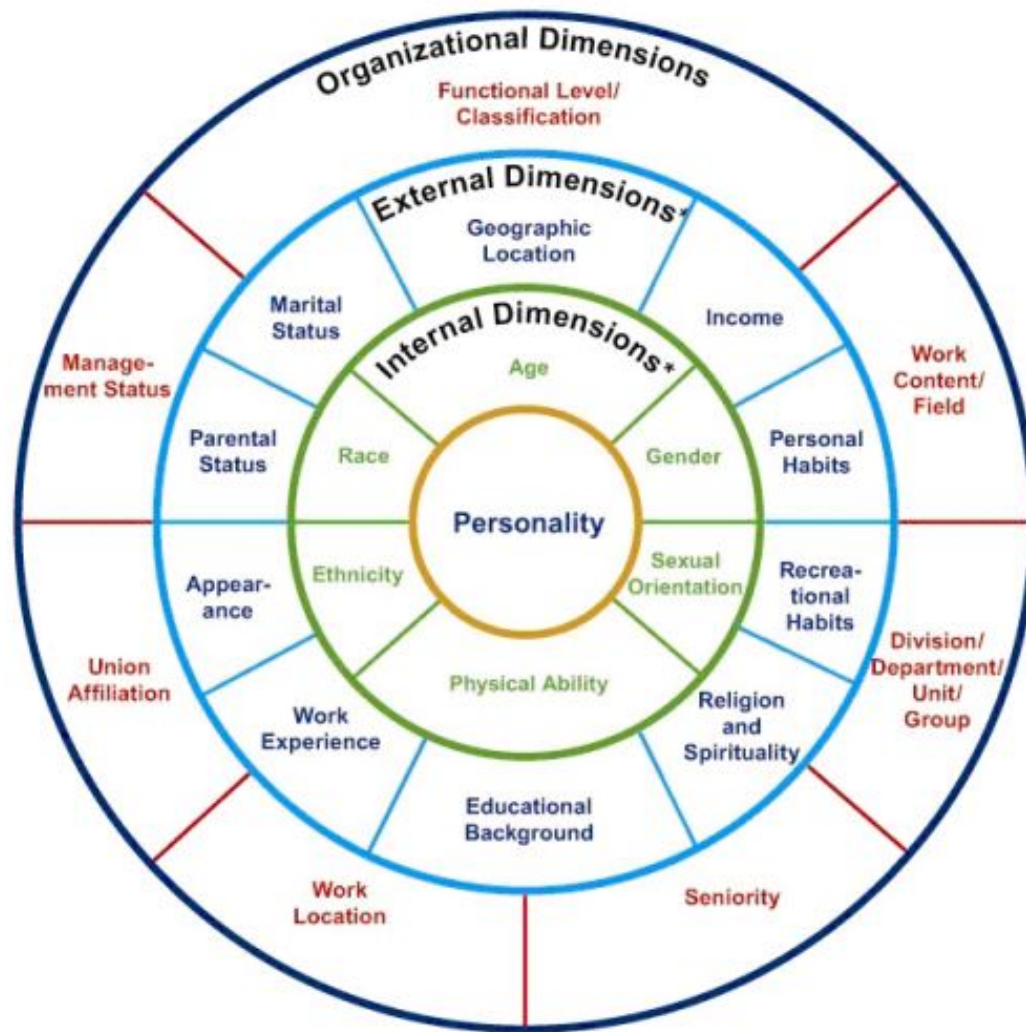
Individuals are given different support to make it possible for them to have equal access to the view. They are being treated **equitably**.



All three can see the view without any support because the cause of inequality was addressed. The systemic barrier has been **removed**.

Deloitte Insights | [deloitte.com/insights](https://deloitte.com/insights)

# Know thyself- Identity wheel



1. Grab a piece of paper and a pen.
2. Write down the categories listed as internal dimensions and external dimensions.

# Identity reflection activity

1. Label your dimensions of identity.
2. Consider whether these dimensions are part of a majority or not.
3. Consider which give you advantages and which may not.
4. Which dimensions of diversity do you feel defines you the most?
5. Are these visible or invisible to others?



See you in 10!

When you return, we will do another activity.

To prepare, number a piece of paper 1-6 down the left side.



# Activity: Circle of trust

On a piece of paper, list the names of 6 people you trust the most (excluding your immediate family).



# Affinity or in-group bias

- The tendency to prefer people like ourselves is called affinity or in-group bias and is well-researched.
- People extend greater trust, and greater positive regard, cooperation, and empathy to in-group members compared with outgroup members.
- This preference for people like ourselves is largely instinctive and unconscious.
- Affinity biases may also manifest as aversive tendencies towards outgroup members. Ex: we are more likely to withhold praise or rewards from outgroup members.
- The result: Though not intentional, people who are not like us get overlooked and left behind.



# Unconscious bias

Biased that we are *unaware of*, and happen outside of our control. These thoughts happen automatically and are triggered by our brain making quick judgments and assessments of people and situations, influenced by our **background, cultural environment** and **personal experiences**.

- We all have unconscious biases.
- These thoughts are not conscious decisions to exclude certain people/groups,
- They are not inherently bad, however,
- These biases impact our ability to be objective and impartial.
- As service providers, it's important to recognize biases and prevent them from influencing judgments and decisions in your work.

# We see what we're looking for

How many passes does the team in white make?



# How biases influence human behavior

- **Stereotypes (Idea)**

- Overgeneralizations that connect a group membership to specific characteristics

- **Prejudice (Belief)**

- Belief that a stereotype or overgeneralization is true

- **Discrimination (Behavior)**

- Behavior in line with stereotypes or prejudice, differential treatment based on a perceived group membership

# Group check-in & questions

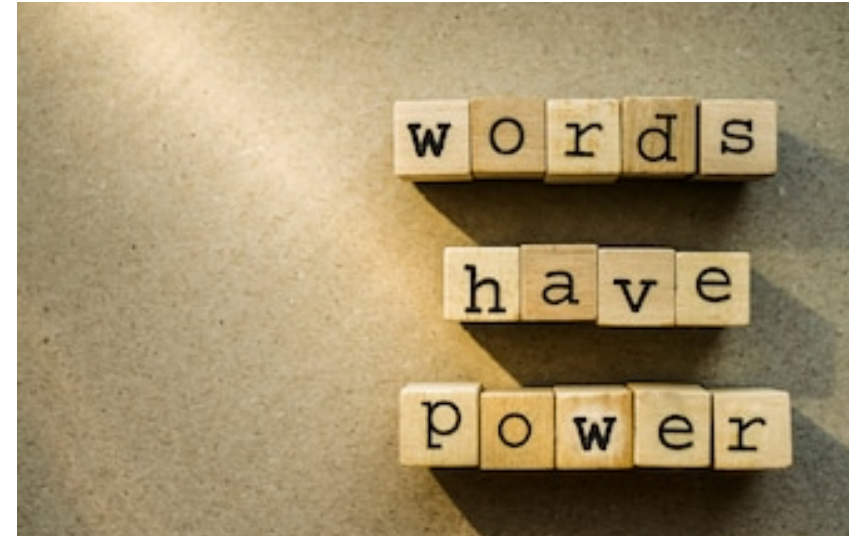


# Intent vs. Impact

- “I meant it as a compliment.”
- “That was supposed to be a joke.”
- “They are just overly sensitive.”
- “I found their comments particularly offensive.”
- “They joke and sometimes I laugh along just to get through my shift, but I’m really hurt.”

# Why words matter

- Micro-aggressions are everyday verbal, nonverbal, and environmental slights, snubs, or insults, *whether intentional or unintentional*, that communicate hostile, derogatory, or negative messages to people based solely upon being members of a marginalized group



# What is it like to experience micro-aggressions?

- Often feel unsafe and not included
- Experience significant long-term harm (trauma)
- Human reactions may become behaviors, perceives as personality (Fight, Flight, or Freeze)

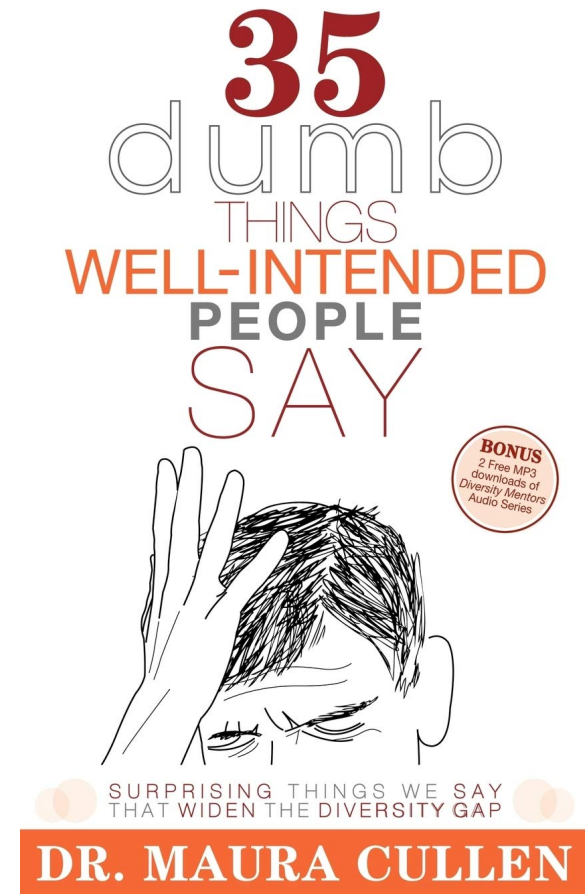


Video: [What Kind of Asian are You?](#)

# 35 dumb things well-intended people say: Surprising things we say that widen the diversity gap

By: Dr. Maura Cullen

Even well-intended people can cause harm.





## Saying

## Intent

## Impact

## Best Bet

"Some of my best friends are...  
(Black, Gay, Muslim, Etc...)"

To let others know you have personal experience with people similar to them, to build credibility or rapport.

It feels like you are claiming membership to a group you do not belong to.

Speak of friends as appropriate, not as a way to gain points.

"I know exactly how you feel..." or "the same thing happened to me."

To find common ground, express empathy or compassion.

It will likely shut the other person down because it is not possible for you to have the same understanding. Saying so minimizes their experience, and shifts the conversation away from them and centers you.

Ask questions to better understand their experience or acknowledge they feelings they are expressing. If you have a similar experience, you can share after they have had time to finish sharing.

"I don't think of you as..."

To express that you are not judging an aspect of their identity and perhaps feel you treat them fairly.

It makes people feel marginalized, and that you may not like or appreciate that part of their identity. Further, it may show that you have a bias against groups of people with a shared identity.

Do not discount aspects of a person's identity. Recognize that differences are okay and they make us who we are.

"It was only a joke! Don't take it so seriously."

To lighten the mood after saying something that offended or hurt someone.

This minimizes the other person's feelings and shuts them down. It starts the process over again.

If you can tell you hurt someone, apologize.

## Saying

## Intent

## Impact

## Best Bet

"What do your people think?"

To gather information about a group of people you are not very familiar with.

You are stereotyping by assuming one person's experience is representative of a group of people.

Ask the individual what they think versus asking them to answer on behalf of others.

"What are you?" or "Where you really from?"

To satisfy a curiosity that someone is born outside of the U.S.

It makes people feel like an outsider, like they don't belong. It's also obnoxious for people to hear this multiple times only because of how they look."

Do not make assumptions. If you are asking where someone is from as a conversation starter, accept their first answer.

"I don't see color," or "I'm colorblind."

To level the playing field and express you believe you treat people fairly.

You are disregarding an aspect of someone's identity and dismissing their lived experience.

Do not pretend to not see color to eliminate race from the conversation. Focus more on what you do or say when differences are noticed.

"You are so articulate."

To compliment someone's verbal communication skills.

You are insulting them by expressing that you underestimated their intelligence or skills. This often demonstrates that you were operating on negative stereotypes.

Find a different way to compliment them if it is sincere. Ex: "Well said."

# Group check-in & questions



# Reflection Time

Journal about a time you said/acted out a micro-aggression.

- What emotions did you feel?
- How did your body physically feel? What was your response?
- Knowing what you know now, how would you talk to your past self?



# Inclusion and intolerance cannot coexist.

- We cannot simultaneously be okay with letting discriminatory, harmful, minimizing behaviors or comments occur while promoting the values of diversity, *equity*, and *inclusion* at the same time.
- Growth happens in discomfort.
- Replace judgement with curiosity.
- Change doesn't happen over night. Practice.

# Brené Brown on empathy



# Helping others helps our well-being

- Compassion increases prosperity
- Community creates connection
- Helping others improves health



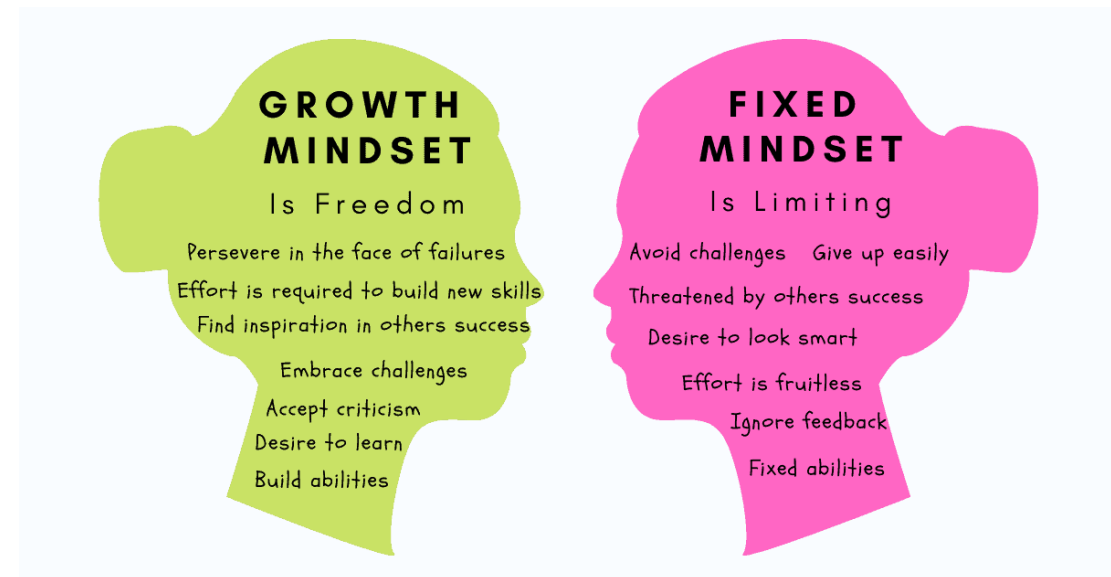
# Questions





# Own your growth

- Continue learning about diverse cultures
- Continue exploring your sense of identity
- Be mindful of your of biases and work to unlearn or lessen them
- Think about your words to be inclusive & improve service delivery



# Resources

- If you're interested in taking an assessment to learn about your unconscious biases, you can visit <https://implicit.harvard.edu/implicit/takeatest>
- [35 Dumb Things Well-Intentioned People Say](#), Dr. Maura Cullen
- [Economic Status of Minnesotans 2018](#), Minnesota State Demographic Center

# Wrap Up

- Thank you for attending!
- An electronic evaluation will be emailed shortly.
- Contacts: Heather Stein [heather.stein@state.mn.us](mailto:heather.stein@state.mn.us), Tom Gottfried [tom.gottfried@state.mn.us](mailto:tom.gottfried@state.mn.us)

Next forum:

**6th Stop: Trauma-Informed Care Training and Providing Community Education About People Who Are Deaf and Hard of Hearing**

**Wednesday, April 21<sup>st</sup>**

**9:30–11:30 a.m. and 1:00–3:00 p.m.**

If you've already registered for a past forum, you are automatically registered for all forums in the series. No need to register again.

[www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/](http://www.coordinatemntransit.org/events/volunteerdriverforum/2020-21/)