Little Things Mean A Lot

From Micro-inequities to Micro-affirmations

Anita J. Jenious
EAD Director

This program was developed by Brigid Moynahan, President and CEO of The Next Level, Inc.
The Next Level, Inc. 2008
Objective

- Recognize that the way we treat each other at work—the little things we do—has a big impact.
What are some of the little things . . . . . .
“What are some of the little things that make you feel valued at work and devalued at work?”
Defining the “Small Stuff”

Micro-messages
Micro-inequities
Micro-affirmations
MICRO-MESSAGES

Signals we send to one another through our words and actions.

They are called “micro” because the behaviors are small, although their impact can be enormous.
MICRO-INEQUITIES

Micro-messages we send other people that cause them to feel devalued, slighted, discouraged or excluded.
MICRO-INEQUITIES

• What are the effects upon the person who is receiving these messages?
MICRO-INEQUITIES

The impact of Micro-Inequities

- Loneliness
- Anger
- Depression
- Anxiety
- Lower sense of psychological well-being
Inclusion Challenge/Connection

We all experience micro-inequities but they can be especially damaging and prevalent for people who are perceived as different.
How would you define diversity?
People Use Micro-inequities to Exclude All Kinds of Differences

- Race
- Age
- Ethnicity
- Rank/Position
- Education
- Accent
- Politics
- Region/Country
- Sexual Orientation
- Function
- Style
- Culture
- Appearance

- Chemistry
- Disability
- Performance
- Religion
- Gender
- Sexual Orientation
- Function
- Style
- Culture
- Appearance

12
OUR ASSUMPTIONS

- You will need a recorder and/or spokesperson.
- Your team will have 10 seconds to write down as many assumptions as possible for the attributes given.
- Do not take time to discuss any of the thoughts offered by your team – just write them down.
- Remember, no right or wrong answers.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Assumption</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Generalization

- A Generalization is a beginning point, it indicates common trends, but further information is needed to ascertain whether the statement is appropriate to a per individual.

Promoting An Inclusive Climate

Notice your reactions...

– When am I listening

– When am I shutting people out?

– Who am I including and excluding?

– Who am I encouraging and praising?

– Whose contributions am I taking for granted?

– Who do I consistently overlook?
Promoting An Inclusive Climate

- Ask your colleagues, customers and clients...
  - Do you feel...included...respected...valued?
  - What behaviors wall people out?
  - What behaviors encourage contribution?
  - What can I do differently?
  - What can the team do differently?
MICRO-AFFIRMATIONS

Micro-messages that cause people to feel valued, included, or encouraged.
MICRO-AFFIRMATIONS

The Impact of Micro-Affirmations

- Enhanced creativity and innovations
- Willingness to take risks
- Increased engagement in complex tasks
- Open ended thinking
- Increased moral and productivity
Thank you for the opportunity to share this information with you!!!!