



Little Things Mean A Lot

From Micro-inequities to Micro-affirmations

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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 .

.....

VALUED VS. DEVALUED EXERCISE

“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

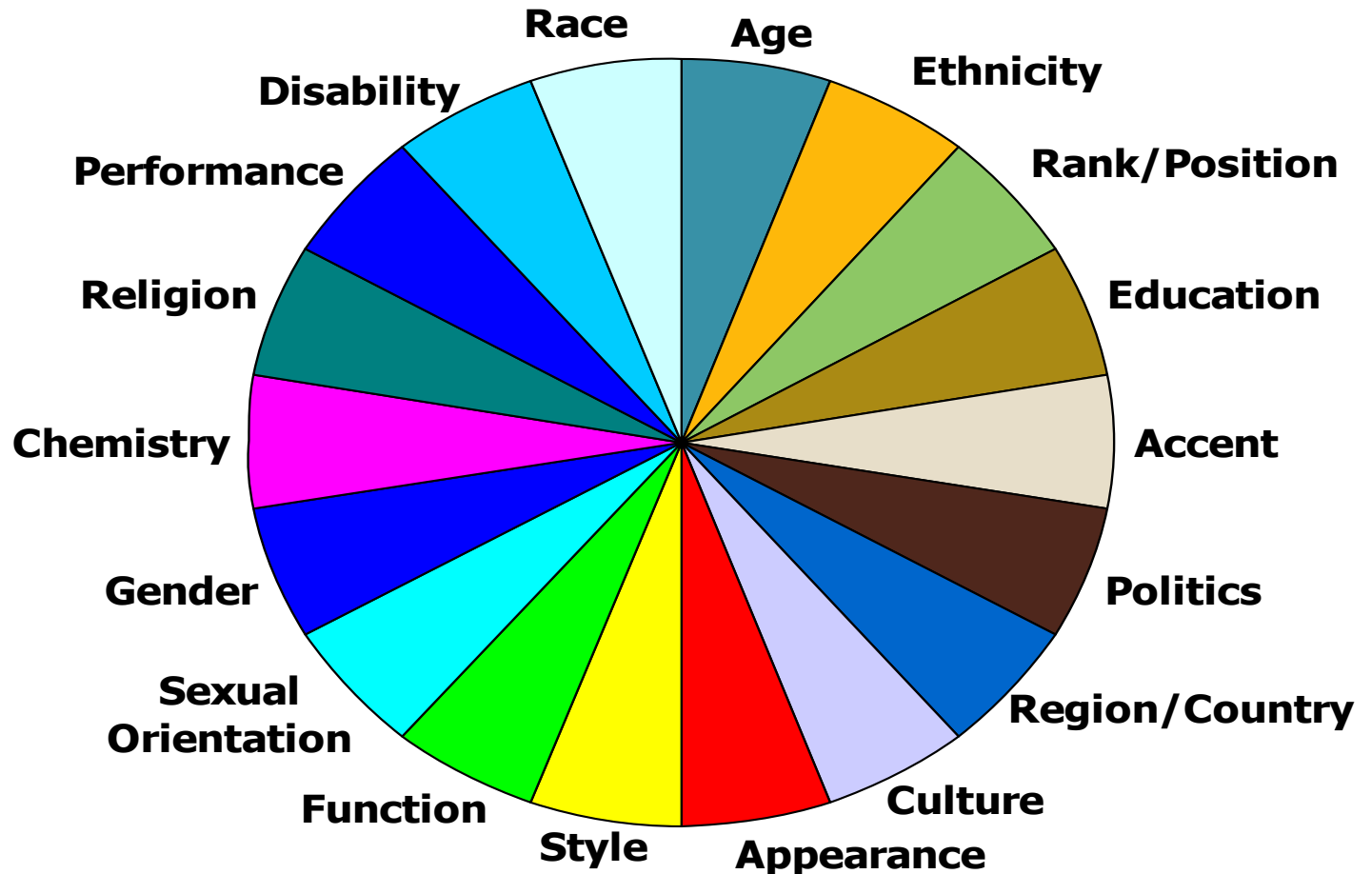
Inclusion Challenge/Connection

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



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.



Attribute	Assumption

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.
- Galanti G.A. (1991)

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!!!!*