




INCLUSION COACHING

PRACTICAL SOLUTIONS FOR DIVERSITY AND INCLUSION SELF-WORK



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Credentialed Coach and Global Leadership
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Businesswomen's Association (HBA)**

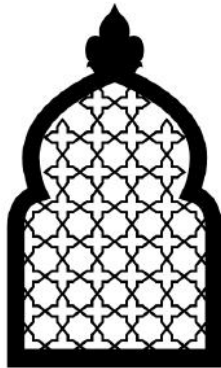
**Author of Diversity Beyond Lip Service: A
Coaching Guide for Challenging Bias and
several children's books**

HOLISTIC APPROACH

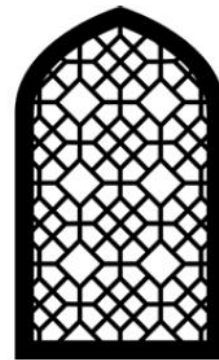
SELF



CLIENTS



STUDENTS



PROFESSION





The Johari Window

cognitive bias

perception

preconception

concept

prejudice

psychological

cognition

consequences

mindset

prejudgment

prejudicial

restrictions

assistance

resolution

mental

physical

exclusion

educational

barrier

stranger

treatment

person

psychology

opinion

emotional

difficulty

apathy

intolerance

appearance

different

impairment

plea

therapy

compassion

rights

tolerance

accessibility

difference

handicap

activity

complex

look

victim

together

minded

racial

group

sensory

human

awareness

birth

education

cultural

diversity

safety

society

appeal

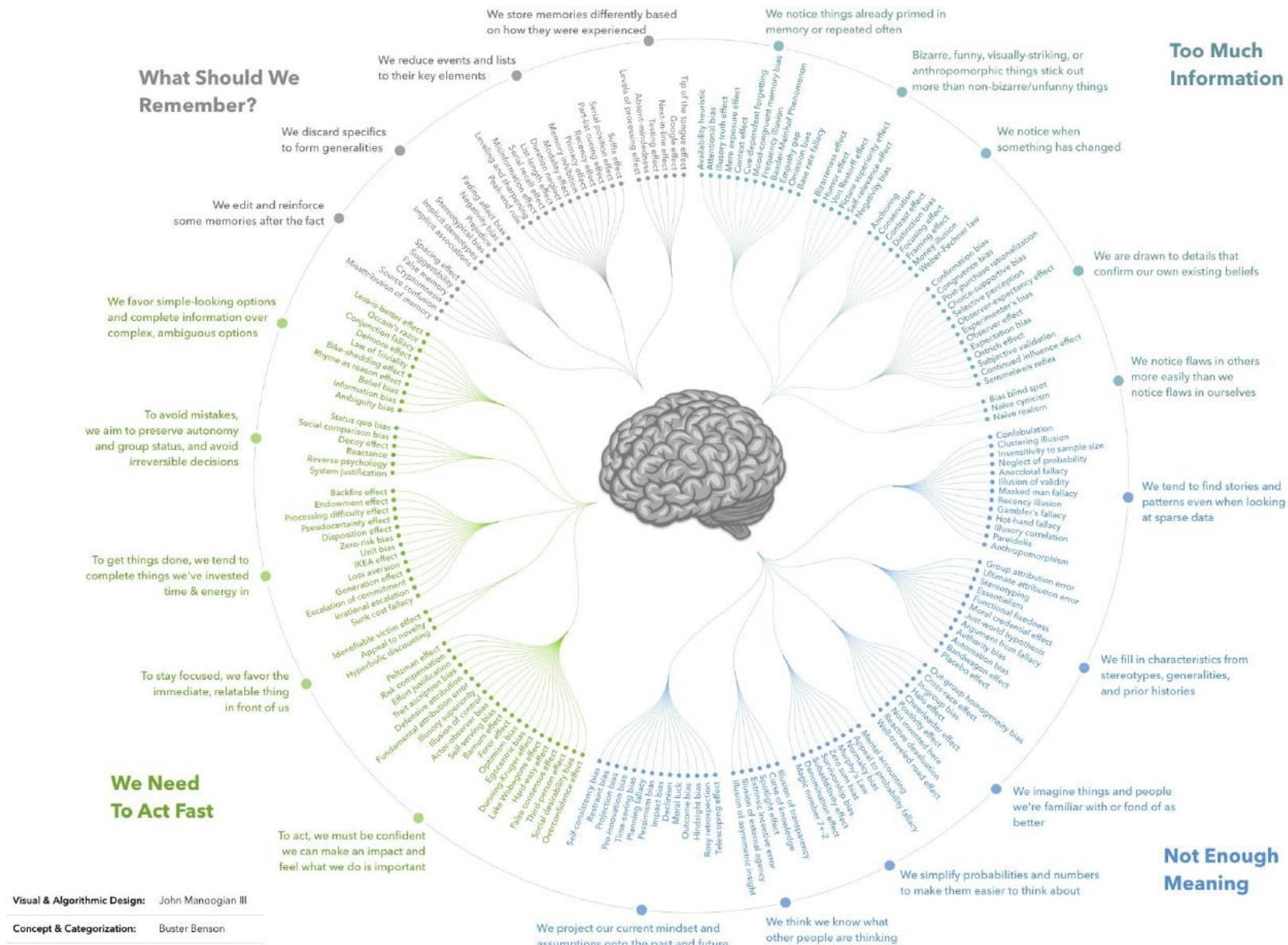
medical

health

discrimination

developmental

EVERYONE HAS BIAS





NOT ME, I'M A COACH.

“We see the world, not as it is, but
as we are – or, as we are
conditioned to see it. When we
open our mouths to describe what
we see, we in effect describe
ourselves, our perceptions, our
paradigms.”

— Stephen R. Covey



LEFT BRAIN

Language

Facts

Sequencing

Mathematics

Linear Thinking

Thinking in Words

RIGHT BRAIN

Creativity

Intuition

Empathy

Imagination

Visualization

Holistic Thinking





COLOR BLINDNESS

How do we honor the complexity of DEI?



SEARCHING



EXPANDING



REFINING

The Language of Trust

GATEWAY BEHAVIORS AND RESPONSES





POWER DIFFERENTIAL

SELF



Cognitive Bias in Coaching

La'Wana Harris, CDE, ACC



SELF



WHAT ROLE DOES BIAS PLAY IN THE TRAINER/COACH RELATIONSHIP?





Reflecting on Behavior

WHAT DID YOU
DO THEN?

THINK OF A TIME
THAT
CONFIRMATION
BIAS MAY HAVE
BEEN PRESENT.

WHAT WOULD
YOU HAVE DONE
DIFFERENTLY?

CLIENTS



WHAT ROLE DOES POWER PLAY IN THE COACH/ CLIENT RELATIONSHIP?



A Lifelong Journey

A State of Being and Knowing	Cultural Competence	Cultural Humility
Goals	To build an understanding of minority cultures to better and more appropriately provide services	To encourage personal reflection and growth around culture in order to increase service providers' awareness
Values	<ul style="list-style-type: none">•Knowledge•Training	<ul style="list-style-type: none">•Introspection•Co-learning
Shortcomings	<ul style="list-style-type: none">•Enforces the idea that there can be 'competence' in a culture other than one's own.•Supports the myth that cultures are monolithic.•Based upon academic knowledge rather than lived experience. Believes professionals can be "certified" in culture.	<ul style="list-style-type: none">•Challenging for professionals to grasp the idea of learning with and from clients.•No end result, which those in academia and medical fields can struggle with.
Strengths	<ul style="list-style-type: none">•Allows for people to strive to obtain a goal.•Promotes skill building.	<ul style="list-style-type: none">•Encourages lifelong learning with no end goal but rather an appreciation of the journey of growth and understanding.•Puts professionals and clients in a mutually beneficial relationship and attempts to diminish damaging power dynamics.



STUDENTS



HOW CAN WE EMBED CULTURAL PROFICIENCY IN OUR COACHING CURRICULUM?



TRAINER'S ROLE: ENGAGE TODAY'S COACHES & SUPPORT THE NEXT GENERATION

Coach Competency

Coaching Across Differences

- **Awareness**- Proactively engaging in self-work to build awareness his or her own assumptions values, and biases relative to human diversity.
- **Knowledge**- Actively attempts to understand the worldview of his or her culturally and linguistically different clients.
- **Skills**- Is developing and practicing appropriate, relevant and sensitive intervention strategies and skills in working with clients different from themselves.

(Adapted from Sue, Arredondo & Davis, 1992)

Core Development

Courageous Conversations
(The Language of Inclusion)

**Unconscious and
Conscious Bias**

Cultural Proficiency
(Humility, Competence and Agility)

Power, Privilege and Rank

Systems Thinking

Race and Identity
(Self and Social Groups)

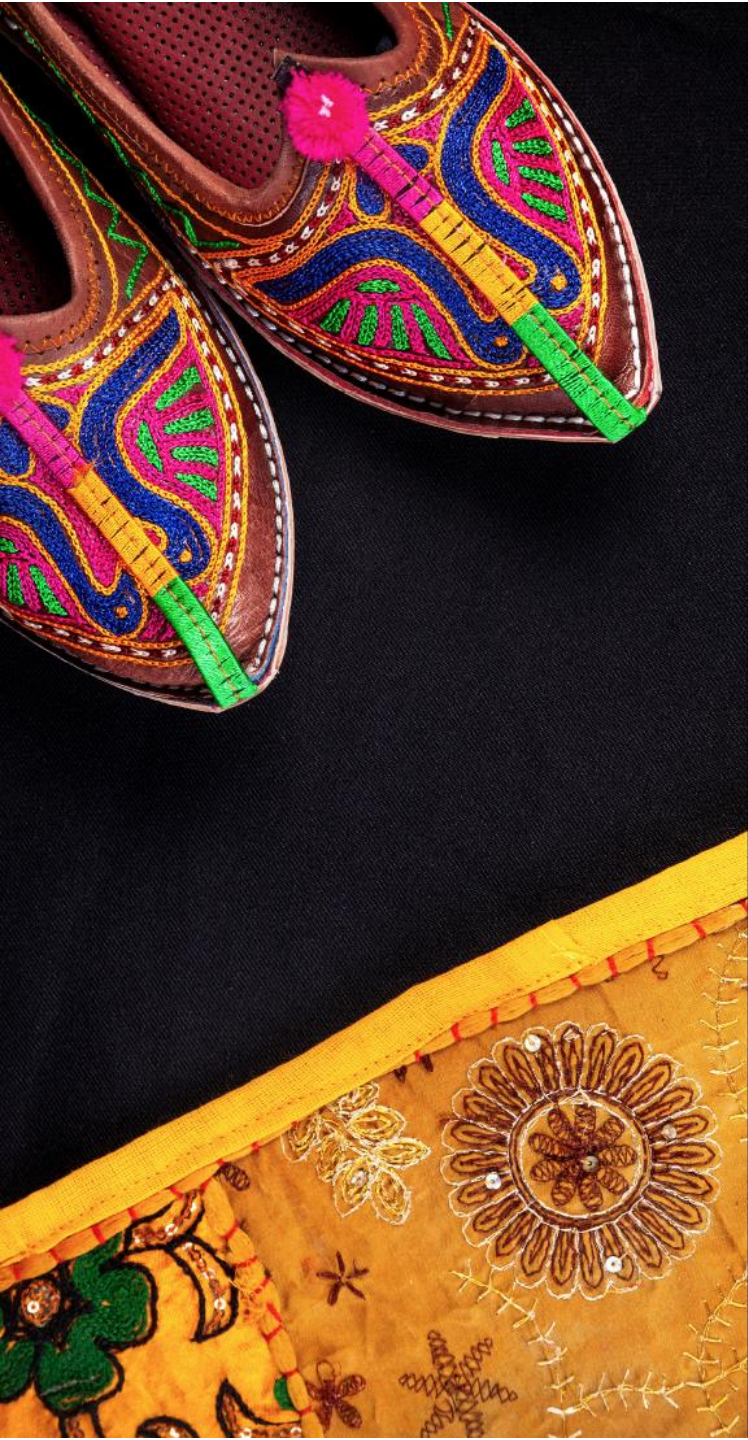
Voices of Diversity
A Global Perspective



PROFESSION



HOW CAN THE COACHING PROFESSION MITIGATE SYSTEMIC BIAS?



Three Core Principles

UNCONSCIOUS BIAS

What are my thoughts and beliefs that unwittingly marginalize or discriminate against diverse groups?

CONSCIOUS CHOICE

What choices am I making day in and day out toward creating and upholding a welcoming and inclusive workplace culture?

COURAGEOUS ACTION

How can I respectfully challenge and call out biases, rather than relying on higher-ups or HR representatives to handle these situations?

COMMIT

CASE STUDY EXAMPLE



Empowering Questions



WHAT, HOW, WHEN,
WHO, WHERE

Open Ended
Deeper Awareness
Empathy
Vulnerability

SAMPLE QUESTIONS



HOW DOES
INCLUSIVITY
HONOR
YOUR
VALUES?

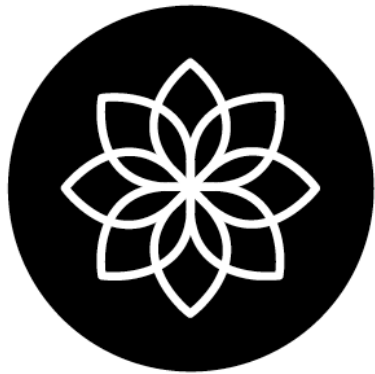
WHAT
WOULD IT
COST YOU IF
THINGS
REMAINED
THE SAME?

HOW CAN
YOU CREATE
A CULTURE
OF
INCLUSION?

WHO ARE
YOU?
&
WHO ARE
YOU
BECOMING?

D&I Self-Work

GROW AND TRANSCEND TOGETHER



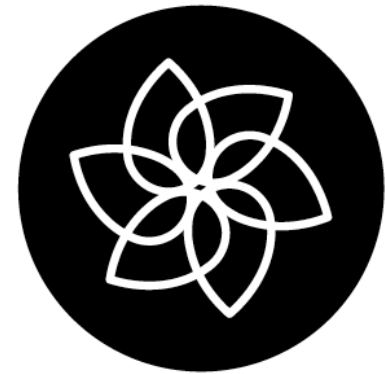
Self
Reflection



Cultural
Proficiency



Learn and
Unlearn



Conscious
Choice



We can build bridges
that enhance all of our
interactions,
increasing our ability to
be inclusive, to adapt,
and to make meaningful
connections.

Diversity Beyond Lip Service

YES

- Coaches are trained to focus on the client's agenda.
- Everyone has bias.
- D&I is complex and none of us will ever get everything "right."



AND

- The assumptions you hold about those different from you, whether unconscious or not, are present in all of your experiences and interactions.
- People can consciously override their biases. (Mahzarin Banaji, The Washington Post, 2005)
- Enabling greater diversity, equity, inclusion and belonging is the next dimension in our call as coaches and coach trainers.



Now What?

THREE KEYS FOR SUSTAINED PROGRESS



MEET PEOPLE WHERE THEY ARE

Create a safe space for
exploration.



REIMAGINE POSSIBILITIES

Embrace new models,
technology, and concepts.



INCREASE ACTION AND ACCOUNTABILITY

Create a continuum for
everyday inclusion.

A close-up, artistic photograph of a woman's face, focusing on her eye and the side of her head. She is wearing a silver chain necklace with a large, textured, spherical pendant. The background is a vibrant, out-of-focus pattern of red, blue, and green. The word "reflections" is written in a white, serif font on the right side of the image.

reflections

RESOURCES

Harvard Implicit Association Test (IAT)

A tool that allows each of us to discover hidden cognitive biases

<https://implicit.harvard.edu/implicit/takeatest.html>

Cultural Competence Self-assessment Checklist

A tool that allows each of us to discover hidden cognitive biases

<http://www.coloradoedinitiative.org/wp-content/uploads/2015/10/cultural-competence-self-assessment-checklist.pdf>

Inclusion Nudges

A tool that allows each of us to discover hidden cognitive biases

<http://inclusion-nudges.org>



LET'S CONNECT



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@COACHLAWANA



A pair of traditional brown leather shoes with colorful embroidery and tassels, resting on a purple beaded fabric. The shoes feature intricate patterns in blue, yellow, and pink. The background is a rich purple fabric adorned with numerous small, colorful beads and sequins.

THANK YOU