



INCLUSION COACHING

PRACTICAL SOLUTIONS FOR DIVERSITY AND INCLUSION SELF-WORK



LA'WANA HARRIS, CDE, ACC



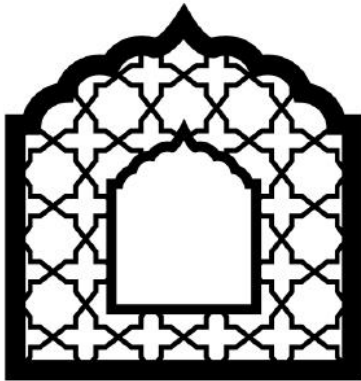
**Certified Diversity Executive, ICF
Credentialed Coach and Global Leadership
Development Professional with over two
decades of professional experience**

**Currently serving on the Global Board of
Directors for the Healthcare
Businesswomen's Association (HBA)**

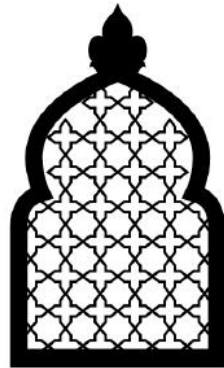
**Author of Diversity Beyond Lip Service: A
Coaching Guide for Challenging Bias and
several children's books**

HOLISTIC APPROACH

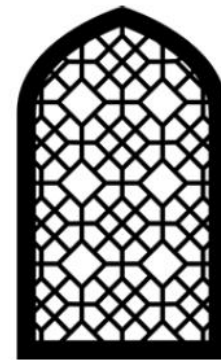
SELF



CLIENTS



STUDENTS



PROFESSION



KNOWN
TO SELF

UNKNOWN
TO SELF

KNOWN
TO OTHERS

UNKNOWN
TO OTHERS

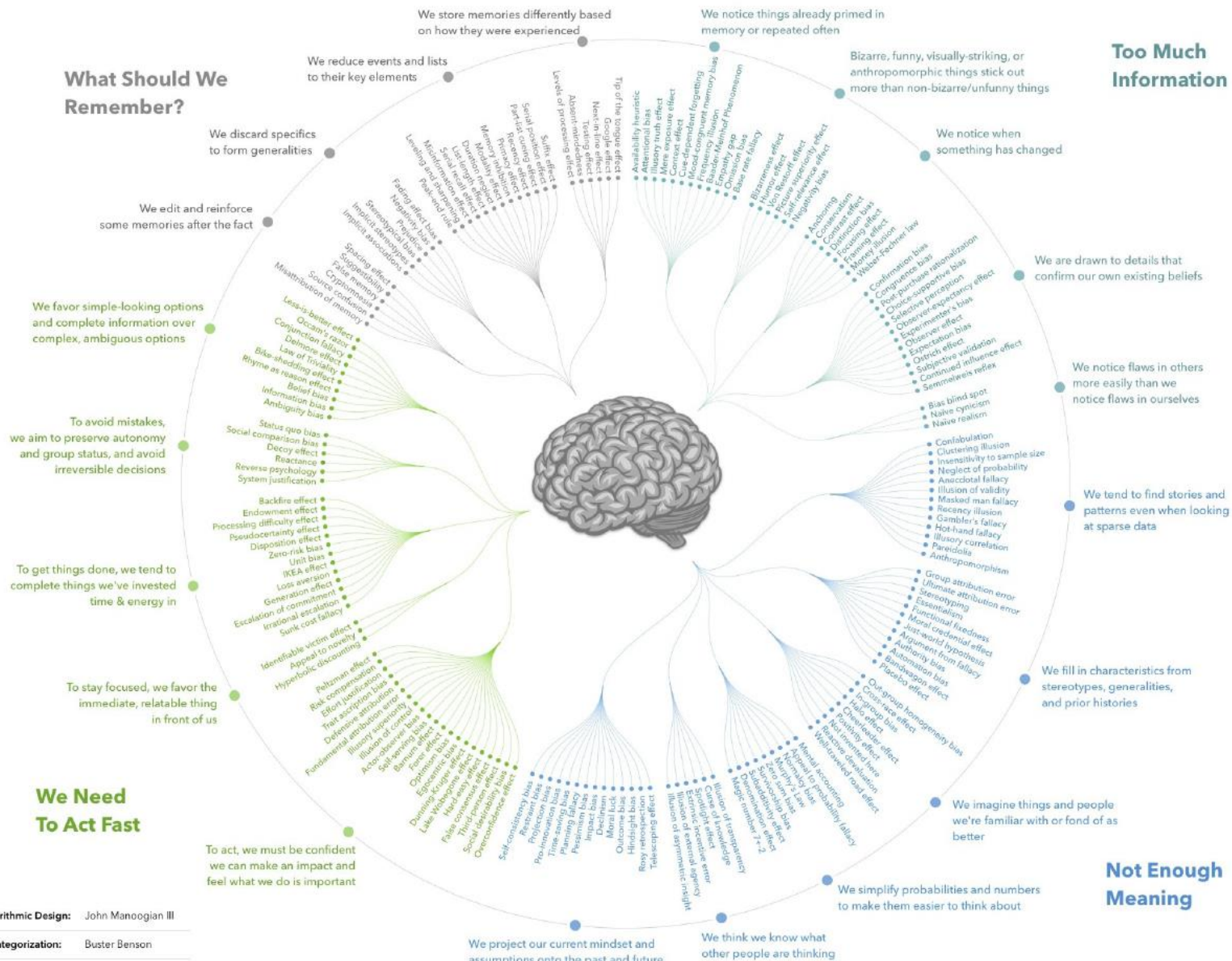


The Johari Window

cognitive bias
 perception
 preconception
 concept
 prejudice
 group
 victim
 together
 minded
 racial
 education
 cultural
 diversity
 awareness
 birth
 human
 sensory
 safety
 complex
 activity
 handicap
 difference
 accessibility
 tolerance
 developmental
 discrimination
 medical
 health
 different
 impairment
 plea
 therapy
 compassion
 appearance
 physical
 exclusion
 educational
 psychological
 barrier
 stranger
 treatment
 person
 social
 disability
 psychology
 opinion
 emotional
 difficulty
 apathy
 rights
 society
 appeal
 consequences
 look
 victims
 prejudicial
 prejudgment
 socio
 mind
 restriction
 assistance
 group
 victim
 together
 minded
 racial
 education
 cultural
 diversity
 awareness
 birth
 human
 sensory
 safety
 complex
 activity
 handicap
 difference
 accessibility
 tolerance
 developmental
 discrimination
 medical
 health
 different
 impairment
 plea
 therapy
 compassion
 appearance
 physical
 exclusion
 educational
 psychological
 barrier
 stranger
 treatment
 person
 social
 disability
 psychology
 opinion
 emotional
 difficulty
 apathy
 rights
 society
 appeal
 consequences

EVERYONE HAS BIAS

COGNITIVE BIAS CODEX



Visual & Algorithmic Design: John Manoogian III
 Concept & Categorization: Buster Benson
 List of 188 Cognitive Biases: Wikipedia

designhacks.co



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



How do we honor the complexity of DEI?



The Language of Trust

GATEWAY BEHAVIORS AND RESPONSES





POWER DIFFERENTIAL



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.



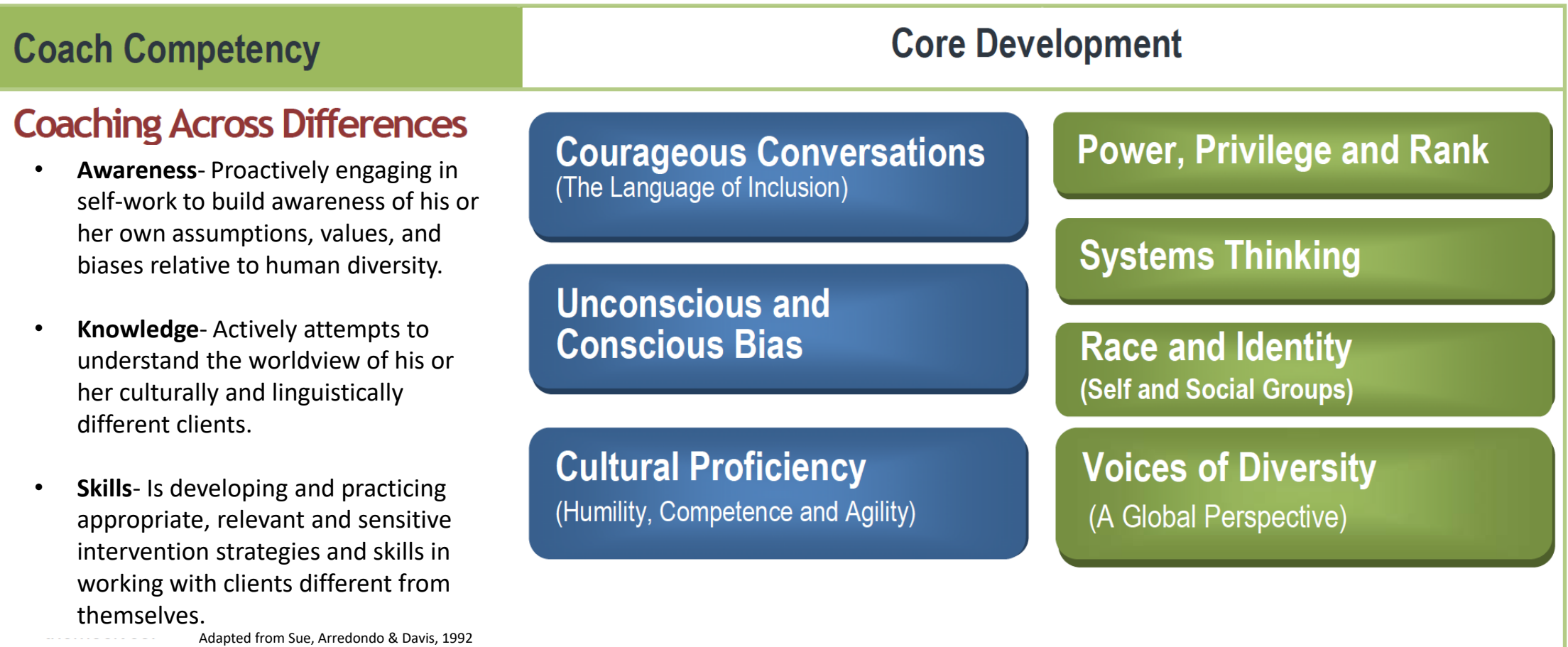
STUDENTS



HOW CAN WE EMBED CULTURAL PROFICIENCY IN OUR COACHING CURRICULUM?

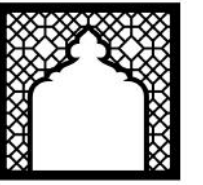


TRAINER'S ROLE: ENGAGE TODAY'S COACHES & SUPPORT THE NEXT GENERATION

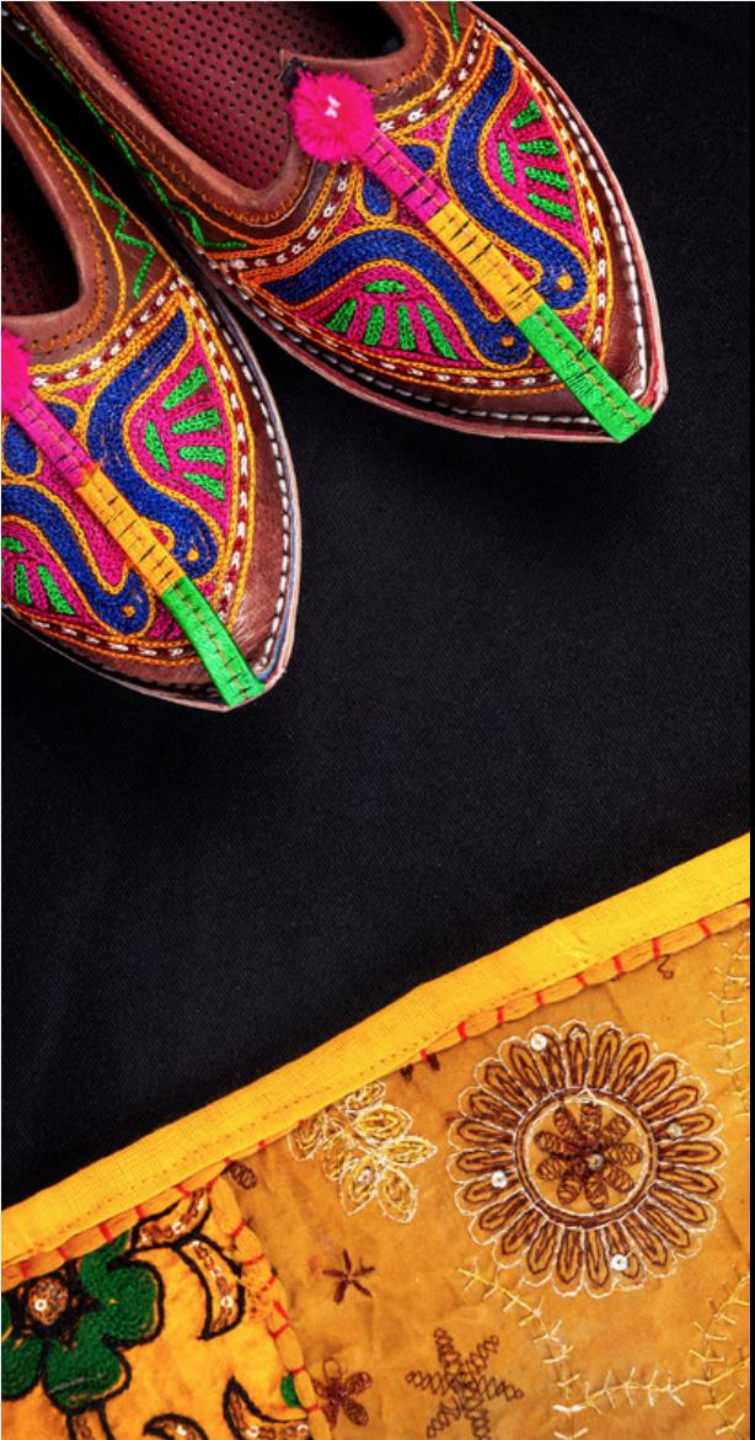




PROFESSION



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 coaching culture?

COURAGEOUS ACTION

How can I respectfully challenge and call out biases?

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



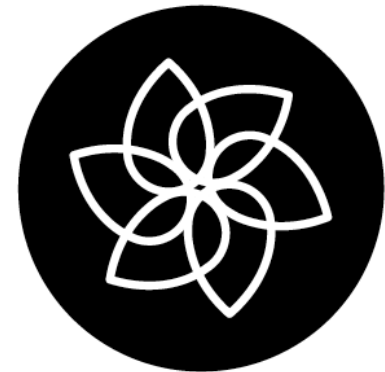
Self
Reflection



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 eyes and traditional jewelry. She is wearing a large, ornate silver earring with a circular top and a chain of small, intricate charms. Her eyes are dark and looking slightly to the side. The background is a vibrant, colorful pattern, possibly a textile, in shades of red, blue, and yellow. The lighting is soft, highlighting the texture of her skin and the details of the jewelry.

Rajasthani Woman: Open the
eyes of your heart—and **see** her.

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 self-awareness tool to explore cultural competence

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

Inclusion Nudges

A community developed to increase inclusion by sharing their nudges for inclusion

<http://inclusion-nudges.org>



LET'S CONNECT



LAWANAHARRIS.COM



INFO@LAWANAHARRIS.COM



@LAWANAHARRIS



@OFFICIALLAWANAHARRIS



@COACHLAWANA





THANK YOU