

Webinar Series:

How to Respond to Microaggressions Specific to Race

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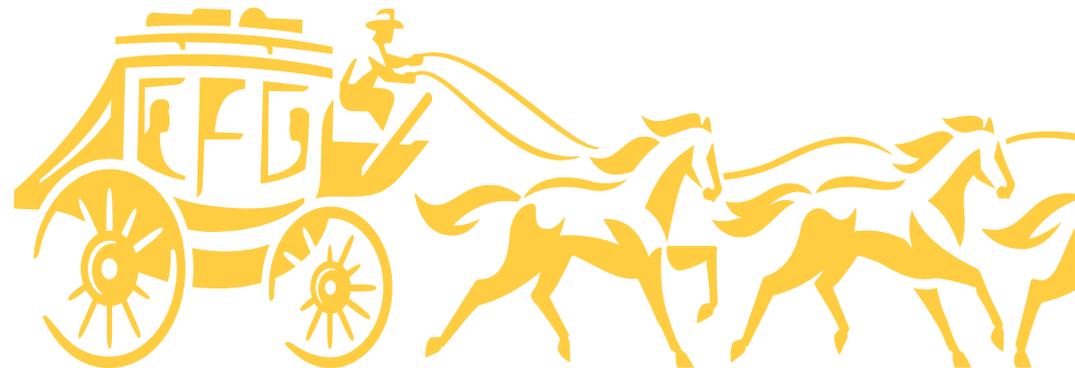
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Race and Microaggressions

February 12, 2019

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Vice President, Enterprise Diversity and Inclusion Learning



Agenda

- A personal story
- Bias and racial microaggressions
- The brain science and psychology of bias
- Examples of how bias shows up
- Can we be bias- and microaggressions- free?
- Unconscious bias education at Wells Fargo

A personal story

1. Growing up in Bulgaria 1967 - 1989
2. Moving to the U.S. – 1989 - today
3. Educational and professional background



Bias and Racial Microaggressions

- **Bias:** A particular tendency, feeling, or opinion that results in judgment without question*
- **Racial Microaggressions:** a comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group such as a racial minority
- **Generational aspects** of bias
- **Cumulative effects** of racial microaggressions:
 - Academic and organizational achievements
 - Mental and physical health, and self esteem
 - Impact on the workplace
 - The effects on the people perpetrating microaggressions

The brain science and psychology of bias

Hippocampus

(Autobiographical
memory)

Amygdala

(Anxiety and fear
memory)

Fast Brain

Unconscious,
autonomic
emotional
reactions,
especially fear –
to fight or flee



Prefrontal Cortex

(Attention and
anxiety inhibition)

Slow Brain

Conscious
awareness,
thought, and
language – to
decide with
intention

Examples of how bias shows up

In behaviors, attitudes and beliefs:

- **Bias:** A particular tendency, feeling, or opinion that results in judgment without question
- **Stereotype:** A set of beliefs or exactions we have about people based solely on their group membership
- **Prejudice:** An emotional, rigid attitude toward a group of people – unreasonably negative or positive – because of their group membership
- **Discrimination/favoritism:** A negative or positive action towards a group or its members on account of group membership

In language:

- Some of my friends are black
- Low-hanging fruit
- I don't think of you as...
- You are so articulate
- We are all part of the same race – human race
- I don't see race/color
- All lives matter

Organizationally and socially:

- Mascots, monuments, symbols, logos, ads

And the list goes on...

- Can we be bias- and microaggressions free?
- What can we do about it?

Upcoming Webinars

- **Feb. 26, 2019** | Insights into Accountability for Diversity & Inclusion Management | Cecilia Isaacs-Blundin, Senior Director, D&I, **Comcast NBCUniversal** | **Johnson & Johnson** Executive – TBA
 - In every business function, people are held accountable for results and D&I management is no different. Learn how some of the best companies for D&I management hold leaders and stakeholders accountable for results and behaviors and thrive.

Thank You for Attending

- You will receive an email from us by this Friday containing a link to download this presentation.
- If you have questions/comments, please email us at Shane@DiversityInc.com.
- Visit DiversityIncBestPractices.com to view past webinars, career advice, as well as relevant, up-to-date content on diversity and inclusion management.

Interactive Q&A