TIME TO TALK: AN EQUALITY, DIVERSITY & INCLUSION PRIMER

DEFINITIONS & CONCEPTS

ABLEISM

Discrimination and social prejudice against people with disabilities or perceived disabilities; defining people by their disabilities and as inferior to those who are non-disabled.

Why it matters. Ableism promotes the use of stereotypes which justify the use of discriminatory practices and limits people's options.

ADVOCACY

Support from another person or organisation that helps one express their views and stand up for their rights.

Why it matters. It gives people who are marginalised a voice and protects their interests.

AGEISM

The practice of discriminating against someone due to their age.

Why it matters. This dismisses the skills and knowledge of a group based on little more than age and as a result there is a loss of experience that could be valuable.

ALLYSHIP

The practice of emphasising social justice, inclusion and human rights of a marginalised group by members of a non marginalised group.

Why it matters. This is part of an anti-oppression practice to promote equality and show solidarity.

ANTI-RACISM

Acknowledges that racism is a hierarchy. Anti-Racist is a verb, it requires taking action, doing work such as identifying ways to identify and realise equitable outcomes.

Why it matters. If you don't do something about it you sustain it. Being anti-racist is not a neutral position it requires spending time and reflection on what one's commitments should be, listening to our BAME colleagues and being explicit about what we are actively doing.

ASSIMILATIONISM

Blending into the norm because you are different and don't conform to the 'norm.'

Why it matters. Where there is pressure felt to blend your organisation is reducing you, i.e. the team member that becomes the comedian to fit in. The individual cannot contribute the full depth and breadth of who they are and what they can offer.

BLACK ASIAN MINORITY ETHNIC (BAME)

All ethnic groups except white ethnic groups.

Why it matters. As a collective term for all non-white ethnic groups the terms BAME and BME have been criticised as ignoring the huge differences in culture and diversity and labelling all non-white peoples as a homogenous group. It

does have significance in the development of social policy as it ensures the consideration of the needs of all people and the importance of factors which negatively impact of people defined as BAME.

CANCEL CULTURE

The practice of withdrawing support for public figures and companies after they have done or said something considered objectionable or offensive.

Why it matters. It amounts to public shaming and can destroy reputations and businesses based on little more than trial by social media.

COACHING

Unlocking the potential within an individual allowing them to grow and achieve their goals.

Why it matters. It allows people to reach their full potential.

CODE SWITCHING

Originally coined to refer to speakers alternated between two languages but now more widely used to describe changing behaviours to fit a different set of rules.

Why it matters. People of colour feel the need to code-switch in more situations than white people because the unwritten rules of many social situations are dictated by white experiences.

COGNITIVE DIVERSITY

The inclusion of people who have different ways of thinking and different viewpoints.

Why it matters. This allows for a wide range of opinions and an open discourse.

COMPASSIONATE LEADERSHIP

The Compassionate leadership framework is an-evidenced based approach centred around leaders enacting and these four behaviours consistently in their interactions with others:

- **Attending** – pay attention. Listening with fascination
- **Understanding** – a shared understanding of what staff, patients, relatives and carers face and their perspective
- **Empathising** – relating to it
- **Helping** – taking intelligent, thoughtful and appropriate action to serve or help

Why it matters. The work of Michael West and the evidence-based approach demonstrates that compassionate and inclusive leadership creates better performance and safer care in service of our patients and their families

CO-PRODUCTION

The practice in the delivery of public services in which citizens are involved in the creation of public policies.

Why it matters. An inclusive method to ensure that the needs of all of the community are taken into consideration.

COVERING

Similar to assimilationism a tactic to blend in. Changing ones name or accent, a person who is hiding that they are in a same sex relationship. Done in defence within the context, indicates the context is not a safe place for the employee where they can show their vulnerability without fear. In an organisation, what types of leadership styles are appreciated and taken up by followers as well as the leader's way of being.

Ex: Differences in leadership styles seen in Medicine Health Group ward round vs. Surgery Health Group ward round.

Why it matters. It takes concerted effort that drains the employee's capacity and resource.

CULTURAL APPROPRIATION

The adoption of an element or elements of one culture or identity by members of another culture or identity.

Why it matters. Where cultural elements are copied from a minority culture by members of a dominant culture, these elements are used outside of their original cultural context and this can be seen as a form of colonialism.

CULTURAL COMPETENCY

The ability to understand, empathise and evaluate different experiences. Manifests as cognitive understanding that a diversity of all opinions is useful and contributes to better outcomes and results.

Why it matters. The dividends from inclusion are increased employee *empowerment, engagement* and *creativity*

CULTURAL DISABILITY

https://www.bhrhospitals.nhs.uk/news/everyday-racism-my-lived-experience-2581/

Why it matters. It holds people back who may have the ideas, innovations and different ways of thinking that will make your organisation thrive. If a person has more than one cultural disability i.e. an immigrant and gay their voice is likely to be marginalised exponentially.

CULTURAL INTELLIGENCE

The capability to relate and work effectively across cultures.

Why it matters. It is important to be able to communicate and interact effectively and empathetically with people who are different to oneself.

DIVERSELY/DIFFERENTLY ABLED

Any condition that makes it more difficult for people to carry out certain activities or to interact with the world around them. These may be cognitive, developmental, intellectual, mental, physical, sensory or a combination of multiple factors.

Why it matters. Where it is identified that someone may be disadvantaged there is the potential to take steps, be they local or as part of wider social policy, to allow changes that increase inclusion and empower all to take a fuller part in society if they choose.

DISABILITY CULTURE

Challenging societal norms to counter oppressive entities and representing a societal identity of empowerment and awareness.

Why it matters. The difference of being alone, isolated and individualised in a society that invites discrimination and of being part of a community that empowers and understands the complexity of difference.

DIVERSITY

All the heterogeneous parts that make us different and contribute to our identity, culture and background.

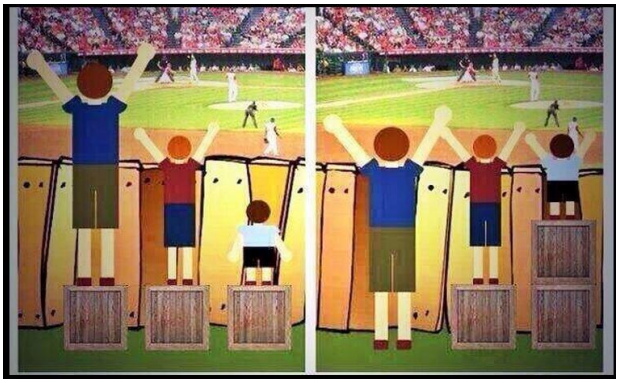
Why it matters. Because some aspects are assigned more value than others (by society, your employee) *and* this affects how you progress and are in your workplace and wider life *i.e.* the school you went to (Oxbridge, Russell Group, City College, overseas institution).

ETHNICITY PAY GAP

The difference in the hourly rate of pay between ethnic minority people and their white colleagues.

Why it matters. This highlights a lack of opportunities and progression as well as the continuing existence of institutional racism.

EQUALITY vs. FAIRNESS



Why it matters. Rather than treating everyone the same it is better to treat people as individuals and take account of their needs.

FEMINISM

The advocacy of women's rights.

Why it matters. The promotion of equality for all regardless of gender.

GENDER vs. SEX

Gender is based on socially constructed and self-defined features and sex is based on biologically defined characteristics.

Why it matters. Although the terms are often interchangeable it is important to respect an individual's self-defined gender as it is an integral part of their sense of self.

HOMOPHOBIA

A fear and/or dislike of people who are LGBTQ+.

Why it matters. Negative attitudes and discrimination based on stereotypes.

ILLUSIONARY SUPERIORITY

Cognitive bias wherein a person overestimates their own qualities and abilities in relation to the same qualities and abilities of other people.

Why it matters. Poor self-awareness which may lead to the greater capability of others being ignored or overlooked.

IMMIGRANT/MIGRANT/ÉMIGRÉ/REFUGEE/ASYLUM SEEKER

People who move from the country of their birth or where they are naturalised citizens to another where they are not.

Why it matters. The perception of migrants as people who have a negative impact on the country that they move is often widespread and ignores the skills and value that diversity brings to society. Some people chose to move for religious, cultural or economic reasons whilst others are forced due to persecution, famine or war.

INCLUSION

All differences matter and count as an important part of belonging and being *VALUED* for your difference and uniqueness. All unique elements give a better output.

Why it matters. The dividends from inclusion are increased employee *empowerment, engagement* and *creativity*.

INSTITUTIONAL RACISM / STRUCTURAL RACISM

The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture, or ethnic origin. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through prejudice, ignorance, thoughtlessness, and racist stereotyping.

Why it matters. This leads to the fuelling of negative stereotypes and the building of a system that enables and ignores racism and therefore disadvantages minority ethnic people.

INTERSECTIONALITY

All differences matter and count as an important part of belonging and being *VALUED* for your difference and uniqueness. All unique elements give a better output. Implies competency across all sides.

Why it matters. If you think of micro aggression, all voices are part of the problem and all need to be part of the solution. Need to understand self and where you are coming from before seeking to be understood. Influenced by culture, stereotypes and 'whiteness'

INVISIBLE DISABILITY

A disability which is not obvious.

Why it matters. People are often judgemental or reluctant to support those with hidden disabilities leading to further risk of discrimination, exclusion and isolation.

LGBTQ+

Lesbian, Gay, Bi-sexual, Transgender, Queer (sometimes questioning) inclusive. This refers to anyone who is non-heterosexual or non cis-gender (someone who identifies as the gender given as their sex at birth).

Why it matters. This can be seen as important by people who wish to identify as such as this gives them a sense of inclusion and power although not all non-heterosexual people are comfortable with the term. A protected characteristic in law which prevents discrimination based on sexual preference.

LIVED EXPERIENCE

Representation of the experiences and choices of a given person, and the knowledge that they gain from these experiences and choices.

Why it matters. A powerful enabler driving positive change in attitudes and culture.

MERITOCRACY

A system based on merit rather than birth right or social position.

Why it matters. This allows everyone with the skill and drive to be able to reach the highest positions.

MENTORING

Advising and supporting someone using the benefit of knowledge and experience.

Why it matters. Sharing life experience and skills to develop others.

MICRO AGGRESSION

Small every day events that takes away from a person. Often so subtle the person experiencing it is not even sure it has happened.

Why it matters. Emotionally and mentally draining and effects self-esteem and self-perception.

MINORITY

A small group in society that is different from the rest by virtue of race, religion or political belief.

Why it matters. It is easy for the majority to overwhelm, dismiss and ignore the needs of the minority.

NON-BINARY

A gender identity that is neither exclusively male or female.

Why it matters. It is an important part of self for some people to define as a non-binding gender identity and this should be respected.

ONBOARDING

The action or process of integrating a new employee into an organisation.

Why it matters. Socialisation and culture integration allow staff to be effective, contributing team members.

PASSIVE- AGGRESSION

A type of behaviour characterized by indirect resistance to the demands of others and an avoidance of direct confrontation.

Why it matters. Passive-aggressive behaviour doesn't build trust and respect the way that direct, empathetic communication does. Most people who experience passive-aggressive people feel manipulated and resentful.

PREJUDICE

Preconceived opinion that is not based on reason or actual experience.

Why it matters. Prejudice leads to inequality and a lack of opportunity with no basis in evidence.

PRONOUNS

Why it matters. Some LGBTQ+ and non-binary people chose not to use the generally accepted terms of **he/him** or **she/her** and prefer **they/them.** Trans people may choose to change their pronouns when they transition. It is important to respect a person's chosen pronouns as it is an important part of their self-identity and deliberate mis-gendering is bullying and disempowering.

RACIAL GASLIGHTING

A convenient tactic used to derail accusations of racism and shift the scrutiny onto the accuser – forcing them to question and reassess their own response to the racism, rather than the racism itself.

Why it matters. Not only are they experiencing racism, they also have to try to fight it while people around them repeatedly tell them that it doesn't exist.

RATIOS

A risk ratio compares the probability of a certain event occurring in two groups. A risk ration of 1 implies that the event is ***equally*** likely in both groups. A risk ratio greater than 1 implies that the event is more likely in the first group. A risk ration less than 1 implies that the event is less likely in the first group.

Why it matters. Used by Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) and their reports. The workforce should be representative of society and the impact of workforce indicators should be measured to ensure that BAME staff are not adversely affected. If you don't know how to interpret the ratio the information is not clear and therefore any disadvantages and their magnitude are hidden.

SEXISM

The practice of discriminating against someone based on their gender.

Why it matters. The belief that one gender is superior to another and therefore does not allow everyone the same opportunities.

SOCIAL CAPITAL

Networks together with shared norms, values and understandings that facilitate co-operation within or among groups.

Why it matters. Presents a sense of belonging and understanding.

SPONSORSHIP

The act of supporting another person or group by giving money, encouragement or other help.

Why it matters. This enables others by offering the support they need to achieve.

TOKENISM

The practice of making a symbolic effort.

Why it matters. This does not promote inclusion but rather "ticks the box" where practices do not allow for equality.

TRANS

People who have a different gender identity or gender expression from that which was assigned to them at birth.

Why it matters. It is an important part of self-identity.

UNCONSCIOUS BIAS

Social stereotypes about certain groups of people that individuals form outside their own conscious awareness. This can be based on gender, culture or sexuality.

Why it matters. This can lead to a negative impact on some and a positive impact on others and therefore creating and enabling an unequal culture within an organisation or society.

WHITE FRAGILITY

An emotional reaction such as anger, discomfort or dismissal at realising that occurs in Caucasians at realising they have benefitted because of their race.

Why it matters. It matters because we need to understand our skin in the game and our role in perpetuating or challenging the current state of advantage or disadvantage.

WHITE PRIVILEGE

Not having to worry on the basis of the skin you are in. Being free of concern that your skin colour will cause others to infer loads of things about you.

Why it matters. It helps with your perspective and experience. Are you swimming with the help of the tide or against the current?

WORK DISABILITY EQUALITY STANDARD (WDES)

The Workforce Disability Equality Standard (WDES) is a set of ten specific measures (metrics) which enables NHS organisations to compare the workplace and career experiences of Disabled and non-disabled staff.

WORK RACE EQUALITY STANDARD (WRES)

To ensure employees from black and minority ethnic (BME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace.