

Realizing the Diversity Challenge with TLC-W

Katya Armistead, M.Ed.
Miles Ashlock

University of California at Santa Barbara
<http://leadership.sa.ucsb.edu>

About Us

- ✦ Education orientation
- ✦ Work primarily with student organizations
- ✦ More than a decade with *TLC*
- ✦ Committed to diversity awareness and obligated to address current events
- ✦ Examples of work include workshops, a self-paced certification program, training modules for student staff, consultation with campus departments, administration of awards, and instruction of courses in Education...



Leadership
OFFICE OF COMMUNITY LIFE
<http://leadership.sa.ucsb.edu>



**What do you mean,
“diversity challenge?”**

Does Diversity Matter?

“The Difference reveals that progress and innovation may depend less on lone thinkers with enormous IQs than on diverse people working together and capitalizing on their individuality. Page shows how groups that display a range of perspectives outperform groups of like-minded experts. Diversity yields superior outcomes, and Page proves it using his own cutting-edge research.”



From Scott E. Page. 2007. New Jersey: Princeton University Press.

Contributions of TLCW

- * Research conducted around the globe
- * Individual & shared values (MTW)
- * Shared aspirations (ISV)
- * Promoting trust and cooperative goals (EOTA)
- * Strengthening others (EOTA)
 - #4 Fosters cooperative relationships
 - #9 Actively listens
 - #14 Treats others with respect
 - #24 Gives people choice about how to do their work
 - #29 Provides leadership opportunities
- * Recognize individual contributions (ETH)
- * Celebrate values and victories – create a spirit of community (ETH)

Areas to Address through Additional Training

The Straight Talk

- ✦ What does "diversity" mean?
- ✦ Why is it an important consideration for leaders?
- ✦ Broadly speaking, what behaviors encompass "cultural competence?"
- ✦ How can we maximize individual and group effectiveness in order to Challenge the Process and achieve what has never been achieved before?

Resources We Use

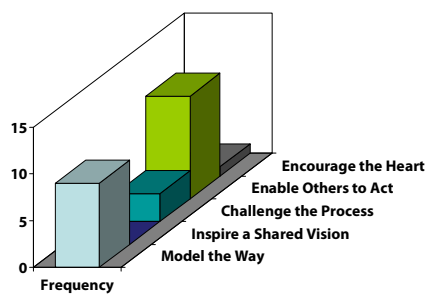
- ✦ O'Mara, Julie. (1994). *Diversity activities and training designs*. San Francisco: Pfeiffer.
- ✦ Ponterotto, J., Utsey, S., Pedersen, P. (2006). *Preventing prejudice: A guide for counselors, educators, and parents*. Thousand Oaks, CA: Sage Publications, Inc.
- ✦ Stinson, Karen M. (2007). *Diversity awareness profile, 2nd ed.* San Francisco: Pfeiffer.



**Bringing It Back to
The Five Practices of Exemplary Leadership**

- ✦ Mapping the DAP onto the Five Practices – Examples:
 - Think about the impact of my comments on others before I speak or act.
 - Help new people on my team who are not as readily accepted as others feel welcome and accepted.
 - Give straightforward, respectful, and timely feedback to everyone, including people considerably different from myself.
 - Keep all members, both on-site and virtual, in the information loops.
 - Challenge people above me about behaviors inconsistent with the company's policies, values, and mission.

Reinforcing the Five Practices



For Discussion

- ✦ What diversity challenges or needs are your clients/students currently facing?
- ✦ What tools have you found useful in talking about diversity with students or clients?
- ✦ What additional behaviors might we draw from the Five Practices to support diversity awareness and cultural competence?
- ✦ What other topics pair well with TLCW?
