



Tax Exempt and Government Entities
Office of Equity, Diversity and Inclusion



Society of American Indian
Government Employees

2021 SAIGE 17th Annual National Training Program

“Promoting Diversity and Inclusion in Your Organization”

Tuesday, September 14, 2021
1:30 PM – 2:15 PM ET

Cynthia (Cin-dee) Dunn, Director
Internal Revenue Service (IRS)
Tax Exempt and Government Entities Division (TE/GE)
Equity Diversity & Inclusion (EDI)



Looking through My Lenses



Cynthia (Cin-dee) D. Dunn, Director, TE/GE, EDI

- Longest serving EEO/EDI Director for IRS
- 41+ Years of Federal Government Service
- USDA, DoD, Ex-Im Bank, IRS
- EEO/EDI/Diversity/Civil Rights Field since 1992
- National EEO Life Memberships: **Society of American Indian Government Employees (SAIGE)**, Federally Employed Women (FEW), Blacks In Government (BIG), Federal Asian Pacific American Council (FAPAC) and National Image, Inc.
- DNA Makeup: 49% African, 13% Middle Eastern, 37% European, 1% Native
- **2019 SAIGE “Spirit” Award Recipient**
- 2018 FEW “Champion for Diversity” Award Recipient
- 2018 National Image, Inc. “Woman of the Year” Award Recipient
- Workshop Presenter
- Mother and Grandmother



Diversity – Having to do things differently

COVID-19 Pandemic – 100% Teleworking

Change in our work environment:

- Social distancing
- Concerns about the safety in the work environment
- Increased use of telework flexibilities





In the News...

World Events Impact on Diversity and Inclusion

How do we come together and revitalize Diversity and Inclusion with the “unrest” that surrounds us daily in the news? By...

- promoting Employee Organizations and Resource Groups (i.e., join SAIGE)
- advocating Self-Care
- conducting Pulse Checks
- utilizing the Agency’s Employee Assistance Program



Global
COVID-19
Pandemic

Hate
Crimes

Mass
Shootings

On-line
Cyber
Attacks

Police-
Involved
Shootings

AMERICA
IN CRISIS



What is Diversity & Inclusion?

Definition of **Diversity**:

A collective mix of individual attributes applied in pursuit of organizational objectives.

Definition of **Inclusion**:

Creating a culture that connects each employee to the organization, encourage collaboration, flexibility, fairness, and leverages diversity throughout the organization so that all individuals are enabled to participate and contribute to their full potential.



Light at the End of the Tunnel

President Biden's Priorities that impact Diversity and Inclusion Programs:

- Rescind Executive Orders
- Signed Executive Orders
- Most Diverse Cabinet in History



Source: Medtech Analysts See the Light at the End of the Tunnel | mddionline.com
<https://images.app.goo.gl/B1Q1drU8CYnXfZgL6>



How Do We Value an Inclusive Workforce?

- Individual and group differences
- All voices be heard
- Treating everyone with dignity and respect



How Can We Promote Diversity and Inclusion in Our Workplace?

- Lead by example
- Create a welcoming environment
- Incorporate diversity
- Commitment
- “Walk the Talk”





Diversity vs. Inclusion

***DIVERSITY IS BEING ASKED TO THE DANCE,
INCLUSION IS BEING ASKED TO DANCE ONCE
YOU'RE THERE.***

***DIVERSITY IS THE MIX...
...INCLUSION IS MAKING SURE THE MIX WORKS
WELL.***



Cornerstones of Diversity and Inclusion

- Diversity is about *inclusion and engagement*.
- Synergy can be achieved when everyone is *working together*.
- Treat everyone with *dignity and respect*.
- Everyone adds value and must have a fair *opportunity to contribute and achieve*.
- High-performance teams *eliminate prejudice*.
- Diversity of thought *must occur at all levels* of the organization.
- Diversity solutions must be *situation-specific*.
- Diversity is *everyone's responsibility*.
- You don't have to be one of *to stand with*.



Why is Championing Diversity Important?

Organizations that embrace diversity:

- Live their values and principles.
- Keep pace with current demographic trends and reflect their customer base.
- Eliminate discrimination, prejudice and harassment litigation costs.
- Enhance productivity by using the skills of everyone in the workplace.

Diversity Iceberg





Perception

Things may not be what they appear . . .

Do you see what I see?



What Do You See?





What Do You See?

A
B
C

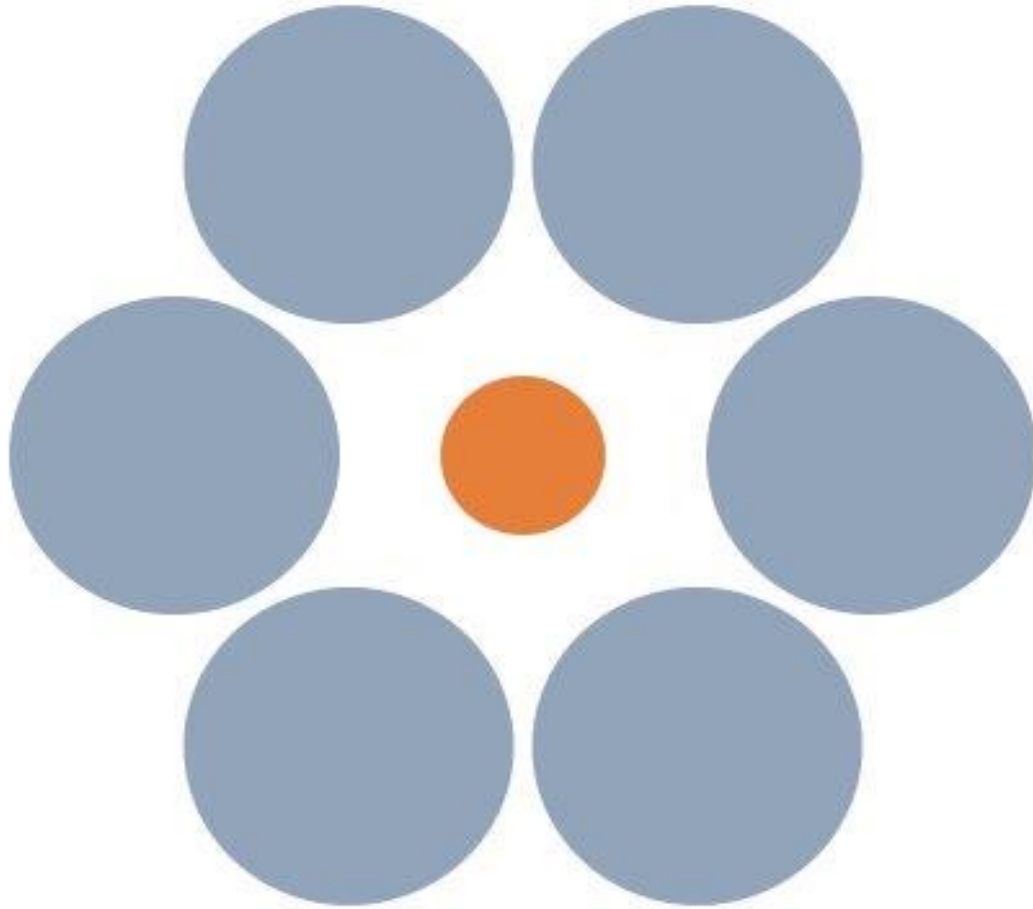


Do You See What I See?





Which Brown Circle is Larger?





How to Avoid Errors in Perceptions or Judgments – Do's and Don'ts

- Do get all the facts
- Do take a second look
- Do keep an open mind
- Don't make assumptions about others
- Don't make generalizations
- Don't judge a book by its cover
- Don't go by first impressions

Unconscious Bias



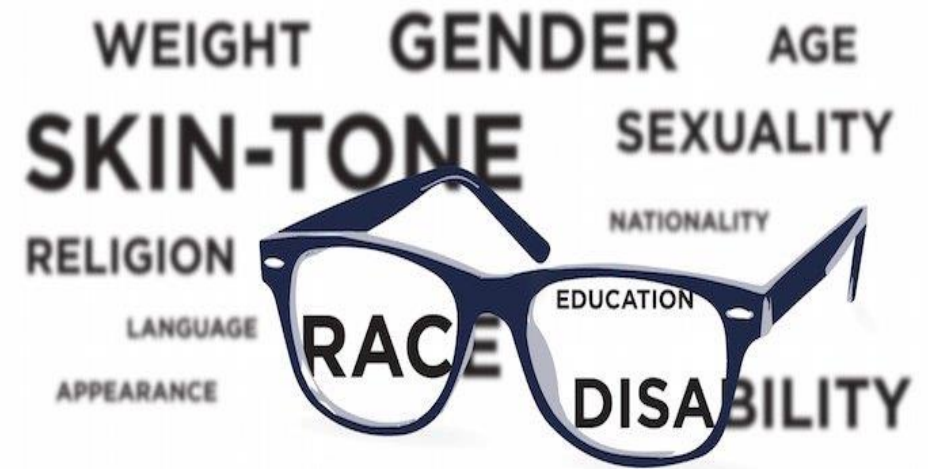


Unconscious Bias Defined

Unconscious biases are social stereotypes we form about certain groups of people, and we are not even aware of them.

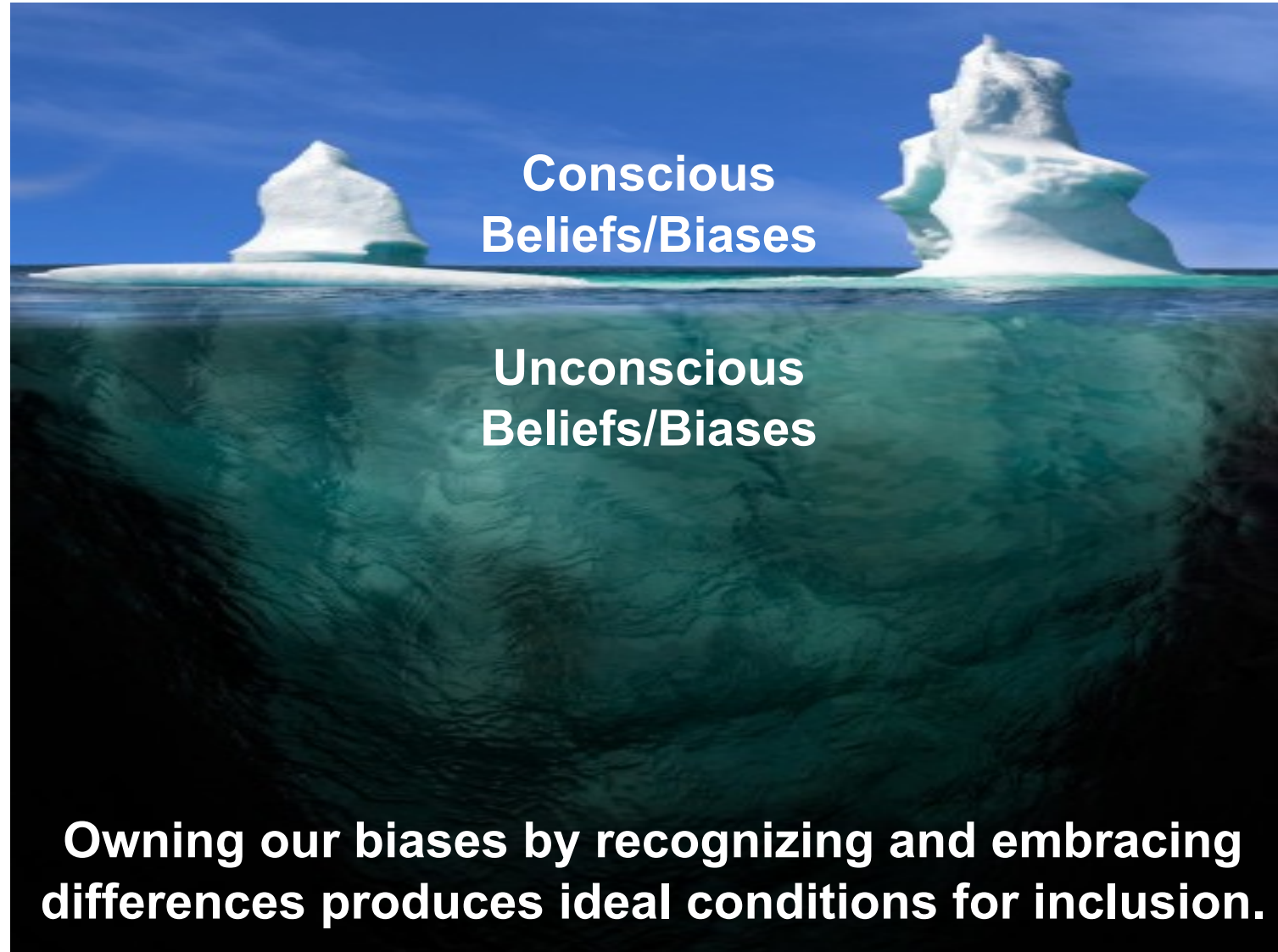
Everyone has unconscious biases. It is part of being human.

Unconscious bias is *far more common* than conscious prejudice and is often inconsistent with our conscious values.





Fear and Differences Can Create Bias



*Prokopeak , Mike, " Bias Gets a Bad Rap," Diversity Executive Magazine
MediaTec Publishing Co., Chicago, Illinois July 7, 2011.*



3 Levels for Understanding Unconscious Bias

About Me

- Knowing who you are and what you believe

About Them

- Knowing how others are different

About Us

- Knowing how to deal with what you know and what you don't know about others



Unconscious Bias at Work

*While fewer than 15% of all men in the US are 6 feet or taller; among CEOs of Fortune 500 companies, almost 60% of corporate CEOs are 6' or taller.

*While fewer than 4% of men in the US are 6' 2" or taller; 30% of corporate CEOs are 6' 2" and taller.

- President Joe Biden, 6'0"
- Former President Donald Trump, 6'3"
- Former President Barack Obama, 6'1"
- Steve Jobs, Chairman, CEO and Co-Founder of Apple, Inc., 6'1"
- IRS Commissioner Charles Rettig, 6'6"

*From Malcolm Gladwell's *Blink*





Unconscious Bias at Work

Applicants with African-American sounding names (like "*Lakisha Washington*" or "*Jamal Jones*") had to send out 50% more resumes to get 1 interview than those with the **exact same** resumes with non-minority stereotypical sounding names.





How Can We be Diversity & Inclusion Change Agents?

AGENTS  **OF**
CHANGE



“Interrupt” Unconscious Bias

- ✓ Increase Awareness
- ✓ Change Behaviors
- ✓ Structure for Success
- ✓ Hold Everyone Accountable





Unconscious or Conscious Bias... To Be or Not To Be... That is the Question

The following slides are real life scenarios.

Questions:

- Do you think that it is Conscious or Unconscious Bias?
- Let's discuss



“Athletic Gear” ... Conscious or Unconscious Bias?

You Can't Eat Here!





We just wanted to go grocery shopping... Conscious or Unconscious Bias?





The \$38,000 Designer Handbag... Conscious or Unconscious Bias?

Why didn't the salesclerk just let Oprah buy the \$38,000.00
Tom Ford designer handbag?





Gucci Sweater...

Conscious or Unconscious Bias?





Horseshoe Casino... Conscious or Unconscious Bias?

Horseshoe casino is located in Baltimore, MD. At the poker table a sign reads, “Once a hand has been dealt, all participants **MUST** speak in English”.





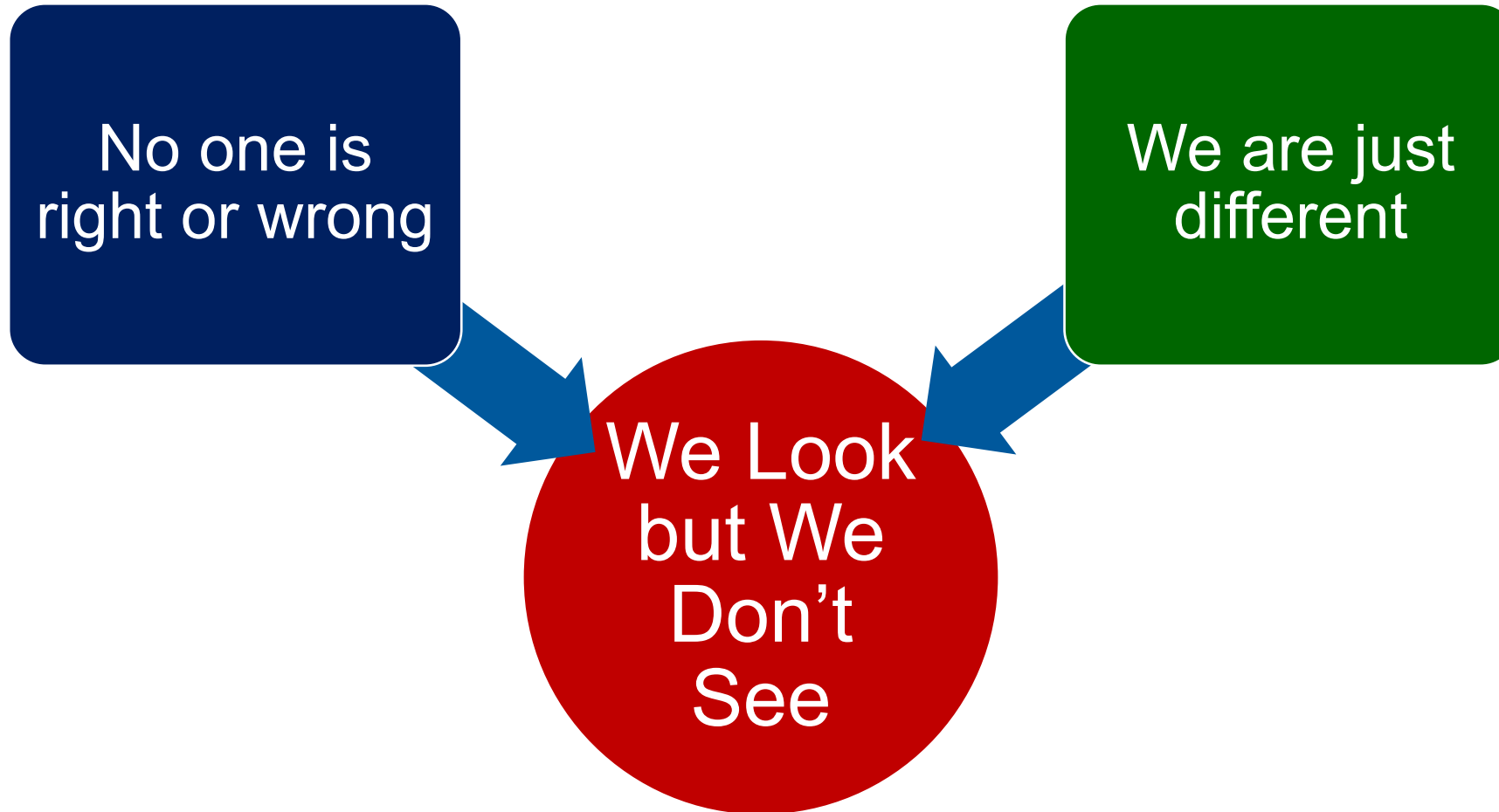
The Following Statements are Unconscious Beliefs Some of Us Hold

- Men are better leaders
- Black women are “angry”
- Women are all on the “mommy track”
- Latino men and obese employees are lazy
- Asians are good at technical things
- Everyone has a right to use Native Americans as they see fit

Source: Huffington Post by Trudy Bourgeois
Ferris State University



**“We Don’t See People and Things as They Are...
We See People and Things As We Are.”**





You Can Change Your Unconscious Bias

Move from being
unconsciously bias



To consciously unbiased





SAIGE, Make the Pledge: When It Comes to Understanding Unconscious Bias, I Will...

Reflect on my own biases that may influence my messaging toward people different from me.

Look at my own attitudes and behaviors to determine how bias is affecting the delivery of services to employees and customers different from me.

Educate myself about individual and group differences by attending classes, workshops, cultural events, reading and interaction.

Intervene when I observe others communicating negative messages of insensitivity or bias toward subordinate groups.

Cultural Competency and Diversity at the Oregon Department of Human Services, Valuing, Embracing and Implementing, Tools For Managers, Diversity Development Coordinating Council, pp. 12-13, Salem OR March 2008.



How Diverse Is Your Inner Circle?

Exercise

| First Name or Initials | Gender M or F? | Race/ Ethnicity | Age | Sexual Orientation | Education | Disability Y or N? | Marital Status | Other? |
|---------------------------|-------------------|--------------------|-----|-----------------------|-----------|-----------------------|-------------------|--------|
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |



General Guidelines for a Healthy Environment

- Treat everyone with dignity and respect
- Build an IRA (Individual Relationship Account)
- Learn how to communicate effectively
- Build trust with your colleagues
- When conflict arises:
 - seek first to understand, then seek to be understood;
 - to walk in someone else's shoes, you first have to take your own shoes off.





The F.A.I.R. Approach to Diversity and Inclusion

F = Feedback

A = Assistance

I = Inclusion

R = Respect



The Cold Within – Poem

Six humans trapped by happenstance
In dark and bitter cold.
Each one possessed a stick of wood,
Or so the story's told.

Their dying fire in need of logs,
The first woman held hers back,
For on the faces around the fire,
She noticed one was black.

The next man looking cross the way,
Saw one not of his church,
And couldn't bring himself to give,
The fire his stick of birch.

The third one sat in tattered clothes,
He gave his coat a hitch.
Why should his log be put to use,
To warm the idle rich?

The rich man just sat back and thought
Of the wealth he had in store,
And how to keep what he had earned,
From the lazy, shiftless poor.

The black man's face bespoke revenge,
As the fire passed from sight,
For all he saw in his stick of wood,
Was a chance to spite the white.

The last man of this forlorn group,
Did naught except for gain.
Giving only to those who gave,
Was how he played the game.

The logs held tight in death's still hands,
Was proof of human sin.
They didn't die from the cold without,
They died from --- THE COLD WITHIN.

A vibrant, abstract graphic consisting of numerous overlapping paint splashes in various colors including red, yellow, green, and blue, creating a dynamic and energetic background.

Any Questions



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