

**DIVERSITY**  
*Food For Thought*

Missouri Alliance for Home Care Conference  
April 26-28, 2010  
Missouri Commission on Human Rights  
By Dr. Alisa Warren, Executive Director

---

---

---

---

---

---

---

---

Introduction: Missouri Commission on Human Rights

Over 50 years ago the Missouri Commission on Human Rights (MCHR) was established (April 14, 1958) “to encourage fair treatment and to foster mutual understanding and respect among all racial and ethnic groups, and to discourage discrimination against any of them.”

---

---

---

---

---

---

---

---

About MCHR

- MCHR investigates discrimination complaints in employment, housing, and public accommodations.
- Strong relationship and work-sharing agreement with EEOC and HUD
- All cases are dually filed with both agencies.

---

---

---

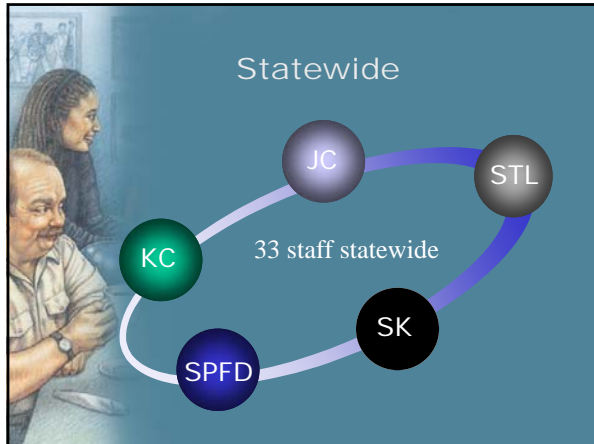
---

---

---

---

---




---

---

---

---

---

---

---

---

Case Statistics (2009)

Employment	1717
Public Accommodation	191
Housing	115
<b>Total Cases Received=</b>	<b>2023</b>

---

---

---

---

---

---

---

---

Missouri Discrimination Cases

Retaliation.....	28.0%
Race.....	27.7%
Disability.....	26.8%
Sex.....	25.4%
Age.....	17.0%
National Origin.....	03.6%
Religion.....	02.4%

NOTE: These percentages will not total 100% due to the multiple basis legations.

---

---

---

---

---

---

---

---



Did You Know...

- That every year, U.S. companies pay out millions of dollars in settlements for unlawful discrimination?
- In Kansas City, a jury recently awarded a plaintiff \$6.8 million dollars in a sexual harassment case?
- Under the Missouri Human Rights Act you could be found “personally” liable for discrimination in court?

---

---

---

---

---

---

---

---



Did You Know...

- Since 2000 the Equal Employment Opportunity Commission (EEOC) has recovered over \$780 million dollars in monetary awards?
- In most cases these lawsuits could have been avoided with the proper training of staff?

---

---

---

---

---

---

---

---



Organizations...

Must take a proactive approach and provide training to help your employees interact successfully in the workplace. The MCHR has specially designed training programs to assist employees, employers, and businesses in becoming more knowledgeable about their rights and responsibilities under the law.

---

---

---

---

---

---

---

---



## Learn from the Experts!

- During its entire history, MCHR has trained over 40,000 people in regional, local, and community-based organizations around the state of Missouri.
- MCHR conducted 80 sessions for 3,156 people in 2009; 51 sessions for 2,241 people in 2008; 74 sessions for 3,504 people in 2007; 40 sessions for 2,884 people in 2006; and 89 sessions for 3,249 people in 2005.

---

---

---

---

---

---

---

---



## MCHR Training Institute Menu

**SEXUAL HARASSMENT PREVENTION-** Updates participants on the ever-changing landscape of sexual harassment law, gives practical examples, cites real cases and "tests the knowledge" of the audience.

**DISABILITY AWARENESS-** Helps the participants become gain insights on how to accommodate persons with mental or physical disability in all aspects of their work, housing or business environment.

**DIVERSITY/CULTURAL SENSITIVITY-** Helps people understand and respect cultural and ethnic differences.

**FAIR HOUSING-**Explains fair housing laws, focuses on facts about accessibility for people with disabilities, clarifies familial status, and discusses how property managers and owners can avoid discrimination complaints.

---

---

---

---

---

---

---

---



## MCHR Training Institute Menu

**HOW TO INVESTIGATE DISCRIMINATION COMPLAINTS-** This program teaches how the courts determine whether or not someone has been unlawfully discriminated against.

**IMMIGRATION DISCRIMINATION PREVENTION-** This program assists employers in understanding the nature of discrimination in relation to national origin and ancestry.

**DISCRIMINATORY PREDATORY LENDING-** This program will provide the knowledge of where and how to reduce predatory lending practices by educating individuals to recognize them and file complaints when they are victimized by predatory lending.

---

---

---

---

---

---

---

---



Past Participants Say...

- "The course was an eye opener!"
- "A very powerful tool!"
- "This was the best class I've had!"
- "Very educational. I took parts with me from each training."
- "The trainers were great and made it very fun."

---

---

---


---

---

---

---

---



Sign-Up Today!

<u>Private</u>	<u>Government</u>
1-50 pp.....\$25	1-50 pp.....\$20
51-100 pp...\$20	51-100 pp...\$15
100 pp+ .....\$15	100 pp+ .....\$10

*\*Students—No Charge*

---

---

---

---

---

---

---

---



NOW SHOWING:

# Diversity

*Food For Thought*

---

---

---

---

---

---

---

---



## OBJECTIVES

- To improve relationships with those you perceive as different.
- To prevent stereotyping, prejudice, and lawsuits from occurring.
- To discover the benefits of a diverse workforce.
- To confront and expose biases in order to make a change.
- To air differences and confront others appropriately.

---



---



---



---



---



---



---



## SCENE ONE: DIVERSITY IN THE WORKPLACE

- This segment begins with Toni and Dom talking about obvious and not-so-obvious ways to experience diversity in the workplace.
- When differences are valued, discrimination decreases and lawsuits are avoided.
- What are other ways to share diversity in the workplace?

---



---



---



---




---



---



---



## SCENE TWO: RESPECT STYLE DIFFERENCES

- In this scene, Joe is having a difficult time understanding his supervisor's (Frances) approach to solving a problem.
- How else could the supervisor have approached Joe to reduce resistance?
- How could Joe have handled his supervisor's "different" way of asking for input?

---



---



---



---




---



---



---



### SCENE THREE: OVERCOME BIAS

- In this scene, Joe is surprised by Sandra's admission that she has biases. Bias is a natural human emotion based on our life experiences, values, and belief systems.
- How many of you have ever made assumptions based on biases you may hold?
- Think of a time when you may have reacted to a situation at work that was based on prior experience in a similar situation.
- Now think about how you can bridge that gap in future situations...

---

---

---


---

---

---

---

---



### SCENE FOUR: Appreciate Changing Demographics

- In this scene Joe was surprised to learn that "Sam", the new HR Director at the manufacturing company, was actually a female named "Samantha".
- What are some of the advantages of having a diverse workforce?
- How can we continue to grow a diverse workforce?

---

---

---

---

---

---

---

---



### BUILD RELATIONSHIPS

Ask yourself...

- What are this person's strengths?
- What stresses or annoys this person?
- How does this person's diversity contribute to our relationship?
- How does my diversity contribute to our relationship?

---

---

---

---

---

---

---

---



### PREVENTING DISCRIMINATION

- Implement programs supporting diversity.
- Allow and respect differences.
- Recognize the needs of all people.
- Appreciate everyone's contributions.
- Confront your biases.
- Avoid stereotyping.
- Trust and be sensitive towards others.

---

---

---

---

---

---

---

---



### WHEN CONFLICT ARISES

- Be flexible.
- Share your perception.
- Listen.
- Accept new ideas.
- Practice sensitivity.
- Cooperate and agree on terms of interaction.

---

---

---

---

---

---

---

---



## Call MCHR

573-751-3325  
Or  
877-781-4236

[www.labor.mo.gov/mohumanrights](http://www.labor.mo.gov/mohumanrights)

---

---

---

---

---

---

---

---