

September 14th & 15th, 2016 | Salem Convention Center

# 2016 Diversity Conference

We're all a part of

# DIVERSITY, EQUITY and INCLUSION



Information, accessibility and registration: [www.oregondiversityconference.com](http://www.oregondiversityconference.com)



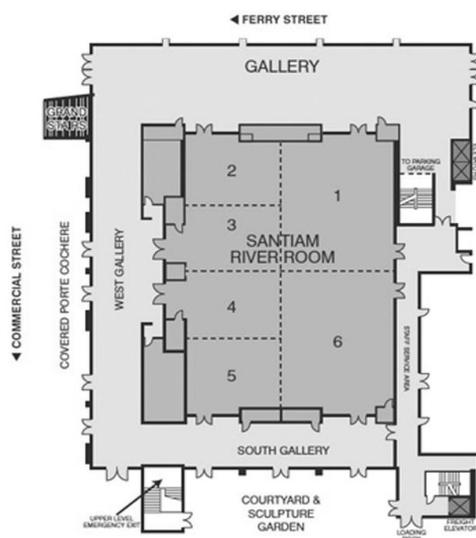
## SCHEDULE OVERVIEW

7:00 – 8:00am	Registration
8:00 – 8:30am	Visit Displays   <i>Vendor Passport</i>
8:30 – 9:00am	Welcome & Opening   <i>Governor Kate Brown</i>
9:00 – 10:00am	Keynote   <i>Johnny Lake</i>
10:00 – 10:15am	Break
10:15 – 11:45am	Workshop #1
11:45 – 12:15pm	Lunch Break
12:15 – 1:15pm	Lunch Break   <i>Continued with Optional Facilitated Discussions &amp; Networking Time</i>
1:15 – 2:45pm	Workshop #2
3:00 – 4:30pm	Workshop #3

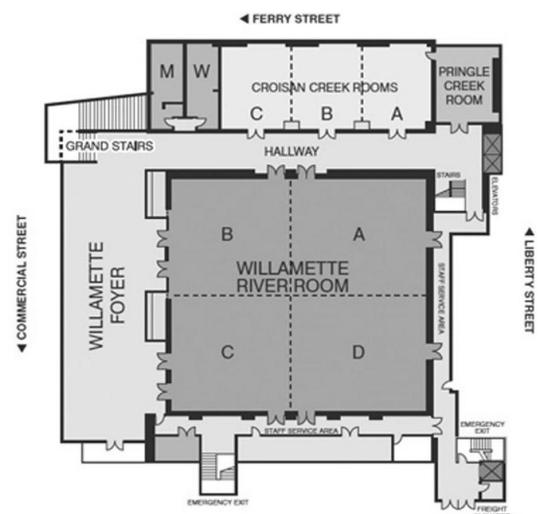
## HELP EVERYONE ENJOY THEIR CONFERENCE EXPERIENCE

- *Be respectful.*
- *Ask questions at the appropriate times during presentations.*
- *Use designated break times to network and catch up with other participants.*
- *If you have specific questions about how ideas and concepts fit in your work area, contact the appropriate HRT representative in your agency.*
- *Some workshops cover sensitive issues. If personal information is shared, do not share outside of that workshop; conversely, this is a public space so don't share what you don't want out in the open.*

### 1ST FLOOR



### 2ND FLOOR



## 10:15 - 11:45AM

## WORKSHOP #1

Willamette Ballroom	Equity Issue: Addressing Workplace Bullying †   <i>Johnny Lake</i>
Croisan Creek A/B/C	Honoring Diversity Through Understanding: ‘Concepts Regarding Sexual and Gender Minorities’—One Aspect in Working Effectively in Our Increasingly Diverse Society   <i>Ted Coleman</i>
Pringle Creek	Expanding the Frame of Diversity to Include Disability †   <i>Martha Smith &amp; Gabriel Merrell</i>
Santiam 1/2/3	Leveraging Power and Privilege   <i>Michael Hulshof-Schmidt</i>
Santiam 4/5	Becoming an LGBTQQIA Ally in the Workplace: Concepts and Strategies for Building Cultural Competency   <i>Dr. Derron Coles</i>
Santiam 6	The Native American and African American Experience in the West—A Primer   <i>Dr. Melissa Stuckey</i>

## 12:15 - 1:15pm

## FACILITATED GROUP

Willamette Ballroom	Entertainment & Networking
Pringle Creek	Growing D&I in Your Area and Utilizing Employee Resource Groups   <i>Joan Barton, Facilitator</i> <i>Co Facilitator TBD</i>
Santiam 4/5	Inclusive Hiring Practices   <i>Katie Curtis &amp; Veronica Murray, Facilitators</i>
Santiam 6	I Can’t Be Your Educator Anymore—A Community of the Exhausted   <i>Blake Dye, Facilitator</i>

## 1:15 - 2:45pm

## WORKSHOP #2

Willamette Ballroom	Inclusive Service—Connecting With Others, Part 1 †   <i>Ralph Brandt</i>
Croisan Creek A/B/C	Courageous Conversations—Moving from Tied Tongues and Loose Lips to Meaningful Conversation and Community Building †   <i>Dr. Melissa Stuckey</i>
Pringle Creek	Putting the T in Equality: Best Practices for Transgender Inclusion in the Workplace and Service Provision   <i>Amy Herzfeld</i>
Santiam 1/2/3	Generations In The Workforce   <i>Grant Axtell</i>
Santiam 4/5	“Touched in the Head”: Exploring Mental Health and Wellness from an Individual, Familial and Communal Perspective   <i>Dr. Andrae’ Brown &amp; Nike Greene</i>
Santiam 6	Emotional Intelligence—Being Culturally Agile in a Diverse World   <i>April French &amp; Carol Lewis</i>

## 3:00 - 4:30pm

## WORKSHOP #3

Willamette Ballroom	Inclusive Service—Connecting With Others, Part 2   <i>Ralph Brandt/</i> <i>Language Access – Emese Perfecto</i>
Croisan Creek A/B/C	The Trauma-Related Trajectories Unique to Race, Gender, and Poverty †   <i>Dr. Frank Franklin</i>
Pringle Creek	Challenges Facing Veterans   <i>Patrick Preston</i>
Santiam 1/2/3	The New Science of Bias   <i>Joe Gerstadt</i>
Santiam 4/5	Using Employee Engagement to Build a Diverse and Inclusive Workforce   <i>Lisa Hylton</i>
Santiam 6	Building Bridges Across Cultures With Laughter   <i>Leigh Anne Jasheway</i>

† Denotes a session that will be recorded

# KEYNOTE

## **The Ache For Home: Building A Stronger Oregon Together †**

**Johnny Lake** | *Willamette Ballroom*

We all enjoy the wonderful feeling of being “at home”, in a place where we are accepted just as we are, supported, cared for, and welcomed. We all share this desire. But what makes a place home for you or for me? What makes Oregon home for any of us and how can we make it better and stronger, for our children, our families, and for our communities? The ache for home lives in all of us.

A community that values diversity will be made up of dedicated and caring people who, together, work to make a positive difference in the community and world around them. An active and engaged community is the essential foundation for positive change. Learning about ourselves and others, building personal and professional relationships, creating support and capacity for ourselves and others will be crucial to making real and meaningful equity and inclusion in our communities, agencies, and society.

# 10:15 – 11:45AM WORKSHOP #1

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## **Equity Issue: Addressing Workplace Bullying †**

**Johnny Lake** | *Willamette Ballroom*

We face many challenges in the present and in the near future. Our success will depend on many factors but the need for human creativity, ingenuity, and capital is critical. We cannot afford to waste or compromise of valuable resources or competent and dedicated people. Workplace bullying is a serious concern and every agency needs to pursue appropriate remedies. Leadership and management in our agencies and organizations face a pressing responsibility to respond to the reports and cases of workplace bullying. But all of us have an obligation to speak up stand up with others that may be bullied. We often are not alerted about bullying actions until there is a crisis. We cannot wait for the problems to dictate our response.

This session will explore behaviors, definitions, root causes, and effects of bullying in the workplace, personal and professional consequences, as well as explore effective strategies and responses.

Join us and work with your colleagues and peers to increase awareness, to develop skills, strategies and increase capacity to demonstrate caring, empathy, honesty, and advocacy. An increase in bullying behaviors, means a decrease in job creativity, productivity, and satisfaction. If we work together to reduce bullying behavior in the workplace we increase productivity for everyone.

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## Honoring Diversity Through Understanding: ‘Concepts Regarding Sexual and Gender Minorities’—One Aspect in Working Effectively in Our Increasingly Diverse Society

**Ted Coleman, PhD** | *Croisan Creek A/B/C*

This interactive lecture/discussion will provide foundational considerations of a wide array of gender- and sexuality-related terms and concepts, with particular emphasis on gender differences, discrimination, and inequality. It will address disparities in pay, workforce and educational equity, and other real-life issues, along with a frank examination of personal and social perceptions associated with gender and sexuality. It will incorporate the effect of every-day language on attitudes, behavior, and social conventions, and provide a model of inclusive, respectful approaches to working effectively and inclusively with diverse populations

The presentation will build on intersections among biological and other processes related to human development in the context of gender and sexuality. It will also provide an opportunity to identify and distinguish among socially constructed roles and expectations associated with persons and groups who identify as members of different gender or sexual minorities.

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## Expanding the Frame of Diversity to Include Disability †

**Martha Smith, MS & Gabriel Merrell** | *Pringle Creek*

For many, disability is rarely included in conversations related to diversity. Most often it is discussed regarding health or legal

issues. The most common symbol related to access and disability is the universal blue sign with a wheelchair. People often think about ramps and accessible parking spaces, or perhaps the larger stall in the restroom. However, in the workplace over 70% of the employees who experience disabilities are actually non-visible disabilities.

Many strategies and architectural designs that were designed with people with disabilities in mind focused on those individuals with more obvious disabilities. Universal Design is a concept, in place for more than 30 years, that looks at access an inclusion in more expansive way than just addressing issues for those with visible disabilities.

Come learn more about non-visible disabilities and universal design in the work place.

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## Leveraging Power and Privilege

**Michael Hulshof-Schmidt** |  
*Santiam 1/2/3*

This presentation looks at the role of white men in a country and world experiencing growing pains around issues of equity, inclusion, and safety. In it, we will examine the following:

- Look at held identities (race, religion, gender, sexual orientation, ability)
- Reflect on how people have to navigate differently based on held identities
- Examine the power and privilege in identifying as both white and male
- Identify structural, systemic, and institutional power

After engaging with the above honestly and with vulnerability, look for ways to show up as an ally—leverage one’s power and privilege for targeted communities.

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## **Becoming an LGBTQQIA Ally in the Workplace: Essential Concepts and Strategies for Building Cultural Competency**

**Derron Coles, PhD** | *Santiam 4/5*

This workshop is designed to contribute to more inclusive environments for LGBTQQIA individuals. To this end, workshop activities center on information and strategies for increasing participants' ability to build both professional relationships and a community of effective teams that include LGBTQQIA colleagues. This overarching goal includes the development of all employees, including those who are members of the LGBTQQIA community. To this end, workshop activities go beyond general content to include information related to intricacies of LGBTQQIA culture that are not typically covered in LGBTQQIA diversity trainings. Namely, we will unpack the cultural differences within the LGBTQQIA culture that relate to intersections of the LGBTQQIA identity with other social identities such as race, ethnicity, religious affiliation, and generation.

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## **The Native American and African American Experience in the West: A Primer**

**Melissa Stuckey, PhD** | *Santiam 6*

Sometimes absence tells a powerful story. Oregon's Native American and African American populations each hover at around two percent of the total state's population. No U.S. state, however, was created in a racial vacuum. American Indian nations built complex societies long before people of European or African descent came to the North American continent. The historical interactions of these groups have shaped every part of the nation's culture, language,

economy, and law. It is critically important that we engage with our shared histories to better understand how they have shaped our present society. Beneath Oregon's snowcapped mountains and between the powerful ocean and the dazzling desert that bookend the state is a past and present layered with genocidal anti-Indian violence, anti-black laws, servitude, treaties, and reservations. Oregon statehood came at a high price. Through brief readings and much open discussion this workshop will allow participants to learn the role that race has played in shaping modern Oregon.

**Objectives:** Provide participants with an overview of Native American and African American history in the West, especially Oregon. Provide participants with resources to continue learning about these histories. Facilitate participant discussion of the impact of Oregon's history of race and relations on contemporary knowledge and attitudes about race and race relations in the state.

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# **12:15 – 1:00PM** **FACILITATED** **LUNCH** **CONVERSATIONS**

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## **Growing D&I In Your Area and Utilizing Employee Resource Groups**

**Joan Barton & Co-Facilitator** |  
*Pringle Creek*

A networking and strategizing opportunity to learn best practices and collaborate with other agencies around ERG's and Diversity, Equity, and Inclusion.

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## **Inclusive Hiring Practices**

**Katie Curtis & Veronica Murray** |  
*Santiam 4/5*

The State of Oregon has a long history of supporting equal employment and affirmative action by championing diverse and inclusive hiring practices that draw on the knowledge of our workforce to reflect the populations we serve. While each agency may have a unique approach, the goal is to provide a diverse workforce an inclusive environment beginning with our interview process.

Join us for a lunchtime conversation to learn about the inclusive hiring practices and unique interview processes in place at some of our agencies. Ask questions, participate in a dialogue, and share your experiences.

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## **I Can't Be Your Educator Anymore— A Community of the Exhausted**

**Blake Dye** | *Santiam 6*

Have you found yourself in the position of having to explain to someone why an action or a statement is offensive? Are you tired of always speaking up when noticing a racially or culturally insensitive circumstance? Are you the only one like you in your area and feel constantly bombarded with questions from people that think they are well-meaning but the result is the interaction was so uncomfortable you felt violated once it ended?

Grab something to eat and let's talk about it. Facilitated by someone that has perpetually been the only person of color in their work environments, this judgement free zone will provide a space for you to talk

about how to deal, how to recharge, and most importantly how to stay sane when surrounded by people you feel just don't get it.

One important point to consider prior to attending, this is not a voyeuristic opportunity to listen in and observe other people share their stories. Everyone will be expected to actively engage.

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# **1:15 – 2:45PM**

## **WORKSHOP #2**

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## **Inclusive Service—Connecting With Others, Part 1 †**

**Ralph Brandt** | *Willamette Ballroom*

In today's work environment it is imperative that everyone learns to play their part in creating a culture of service and how to serve all people (not just some). This requires understanding the diverse nature of our customer base and knowing their expectations. The Inclusive Service workshop is designed as a dynamic and engaging course to help participants improve their ability to connect with others from all backgrounds and cultures. After a brief discussion of how customer needs have changed attendees will learn the business case for inclusive service and how critical these skills are to success. The training will also introduce behaviors that research says will impede inclusive service along with counter-behaviors to strengthen it. The workshop includes an opportunity to interact and strategize ways to integrate what is learned.

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## **Courageous Conversations—Moving from Tied Tongues and Loose Lips to Meaningful Conversation and Community Building †**

**Melissa Stuckey, PhD |**  
*Croisan Creek A/B/C*

Description: Although more than 80% of Oregon's population identifies as white, the state's population demographics are slowly diversifying. This increase in racial and ethnic diversity has been accompanied by an increase in interracial conflict and tension, much of it rooted in unconscious bias and microaggressions. Even the best-intentioned interactions are often laden with uncertainty about how to acknowledge and embrace diversity while enhancing equity and inclusion. This hands-on workshop will help participants develop or improve the vocabulary and skills necessary to successfully contribute to creating a more inclusive atmosphere in the workplace, both among coworkers and with clients.

**Participants will:** Define “microaggression.” Identify various forms of microaggressions. Practice communicating in ways that respect ethnic and cultural differences, while encouraging community building.

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## **Putting the T in Equality: Best Practices for Transgender Inclusion in the Workplace and Service Provision**

**Amy Herzfeld |** *Pringle Creek*

Oregon has made tremendous progress in creating safe and affirming workplaces for lesbian, gay and bisexual employees. However, we regularly hear from employers seeking guidance on creating more affirming workplaces for transgender and gender

nonconforming Oregonians and from service providers seeking resources to increase their competency with transgender communities. We also hear frequently from transgender Oregonians who are experiencing harassment and discrimination. Transgender people face significant challenges and disparities in access to employment, housing and health care. This informational workshop will provide a framework for understanding and tools for building inclusion for transgender communities. In this session, we will review gender-related terminology and concepts, and examine the challenges and consequences of accumulated barriers that transgender people experience in areas such as criminal justice, healthcare, education, public accommodations and services, government, media, and the workplace. We will also explore specific actions individuals and agencies can take to become better allies, minimize barriers and increase inclusion for transgender Oregonians.

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## **Generations In The Workforce**

**Grant Axtell |** *Santiam 1/2/3*

It is imperative that we understand how to create a work environment that enables all four generations to be successful while still getting the work done! This interactive presentation is an introduction to the four generations currently co-existing in the workforce Traditionalists, Baby Boomers, Gen X, and Gen Y. We will examine the characteristics, influences and stereotypes of each generation and what makes each generation tick. In addition, this workshop will provide examples of ways to best communicate with the different generations and provide you with ideas on how to best interact.

- Identify the four generations in the workplace.
- Describe the values and contributions each generation brings to the workplace.

- Explain how the changing dynamics of the workforce are both a challenge and an opportunity.

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## **“Touched in the Head”: Exploring Mental Health and Wellness from an Individual, Familial and Communal Perspective**

**Andraé Brown, PhD LMFT & Nike Greene, MA, MFT | *Santiam 4/5***

Have you ever heard the phrases, “They are just a little touched in the head...” or “They are just crazy...”? We often use this language to dismiss and explain away certain behaviors, attitudes and rhythms. It may also be an attempt to make sense of things that we neither understand nor have the tools to address. When thinking through a formula towards mental health and wellness, it is critical to determine how individuals, families, and communities respond to mental health issues, as opposed to determining whether or not mental health issues exist.

This workshop examines the importance of mental health and wellness in developing and maintaining strong individuals, families and communities. We will examine; (1) the connections between mental, physical, spiritual and emotional health; (2) how family dynamics influence our mental health and wellness; and (3) keys to maintaining healthy relationships. This workshop will also explore how legacies of violence, trauma, addictions and various forms of oppression and discrimination impact families and communities. Throughout the workshop, participants will develop strategies of how to use the strengths and resilience embedded within individuals, families and communities to address our mental health and wellness needs. In addition, we will examine how our perceptions of mental health and wellness inform the practices and policies through which we operate on a daily basis.

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## **Emotional Intelligence: Being Culturally Agile in a Diverse World**

**April French & Carol Lewis | *Santiam 6***

We live in a time of rapidly changing demographics and increasing diversity, yet we often feel challenged to understand how to work effectively with folks who are different from us. It is widely known that diversity and an inclusive work environment are essential to a creative and high performing organization. But our cultural programming, our biases, attitudes, assumptions, and behaviors can get in our way, preventing us from being our best.

Emotional/cultural intelligence is an essential component of the foundation for an inclusive work environment. Cultural agility is the ability to be flexible and effective in a variety of cultural contexts. In this fast-paced and interactive session, we will explore how emotional intelligence – knowing ourselves, being able to manage our own feelings and behaviors, being curious about others, and developing a greater capacity for empathy and bridging differences - enables us to function more flexibly and effectively when we are interacting with people who are different from ourselves.

- Understand the mechanisms and impact of unconscious bias
- Understand the influence of our own cultural programming
- Understand how emotional intelligence can help us be more culturally agile and mitigate the impact of hidden bias.

# 3:00 – 4:30PM

## WORKSHOP #3

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### **Inclusive Service—Connecting With Others, Part 2**

**Ralph Brandt** | *Willamette Ballroom*

As part of part 2 of this workshop, Emese Perfecto, Language Access Manager at the Department of Human Services will present current practices and guidance to advance the provision of Language Access at DHS. In today's work environment it is imperative that everyone learns to play their part in creating a culture of service and how to serve all people (not just some). This requires understanding the diverse nature of our customer base and knowing their expectations. The Inclusive Service workshop is designed as a dynamic and engaging course to help participants improve their ability to connect with others from all backgrounds and cultures. After a brief discussion of how customer needs have changed attendees will learn the business case for inclusive service and how critical these skills are to success. The training will also introduce behaviors that research says will impede inclusive service along with counter-behaviors to strengthen it. The workshop includes an opportunity to interact and strategize ways to integrate what is learned.

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### **The Trauma-Related Trajectories Unique to Race, Gender, and Poverty †**

**Frank A. Franklin, PhD, JD** |  
*Croisan Creek A/B/C*

Trauma among the poor and people of color cannot be addressed in the absence of the

social and environmental factors that place these populations at a greater risk for injury, disorder, and death. Exposure to exclusionary practices and discrimination leads to psychological trauma and distress, cultural mistrust, depression, and a poorer quality of life. Discriminatory practices and racialized biases embedded in American society function as chronic stressors for people of color and undermine optimal psychosocial functioning. Three primary discrimination-related areas that face people of color on a daily basis include the reduced access to quality education; a reduced access to employment; and, the disproportionate rates of incarceration. Socioeconomic status (SES) is the greatest predictor in the variation in health outcomes. Among black men, SES is positively related to stress; yet, African American men are paid less than 75% of what their white counterparts and more likely to be in lower income employment. Black boys have a greater likelihood of being students at the poorest and most segregated public schools. Inequitable differences in resources, opportunities, and physical environments by race/ethnicity and poverty have important consequences for overall well-being and optimal development.

Within a social determinants framework, the workshop will; (1) examine the connections between education, employment, and incarceration and their implication regarding the development and well-being for the poor and underserved populations; (2) consider the trauma-related trajectories unique to race, gender, and poverty; and, (3) discuss the application of cultural humility and trauma-informed care principles in organizations serving clients within the public sectors of education, corrections, and employment.

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## Challenges Facing Veterans

**Patrick Preston** | *Pringle Creek*

This workshop will cover the perspective of Veterans History of Diversity, Equity, and Inclusion. Additionally, we will discuss DOD policies that effect D,E,I, as well as challenges that face our Service members and barriers Veterans face during reintegration. There will be information provided as to what is being done to overcome these challenges.

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## The New Science of Bias

**Joe Gerstadt** | *Santiam 1/2/3*

Much of what is said and done in the name of diversity and inclusion today is, unfortunately, based on an antiquated and flawed paradigm. We stubbornly cling to the idea that there are generally two groups of people in the world; there are “good people,” who are open-minded, nonjudgmental and free of bias, and then there are “bad people,” who are closed-minded, judgmental and dripping with bias. This conveniently leaves most of us completely out of the conversation regarding bias; as long as I am a “good person,” I don’t have any work to do, beyond helping to point out the bad ones...who clearly need to be “fixed.”

We know enough today about human beings, specifically the human brain, to know that there is no such thing as a nonjudgmental human being. We are naturally and even automatically judgmental, there is no hatred or fear required. Bias is not necessarily a good thing or a bad thing, it is simply a true thing, and only becomes a problem when we convince ourselves it is not there. Having an accurate understanding of what bias is and where it comes from, allows us to do something about it, to make sure that we are mitigating its impact on our decisions and interactions.

This is an interactive, information-rich and incredibly actionable message.

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## Using Employee Engagement to Build a Diverse and Inclusive Workforce

**Lisa Hylton** | *Santiam 4/5*

Employee engagement and inclusion are closely related. Diversity is about hiring, and inclusion is about a work environment of trust and involvement. A recent Gallup study shows that when managers and diverse employees work in an engaged workplace, loyalty (intention to stay) and productivity reach their highest level. In this session, you will participate in an employee engagement methodology that combines Gallup’s “12 questions” with the engagement elements most closely linked to perceptions of inclusiveness in the workplace: “someone seems to care about me as a person” and “my opinions seem to count.” We will also look at the four elements that drive employee engagement and learn how knowing what’s working and what can be improved can lead to a more engaged and inclusive workforce.

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## Building Bridges Across Cultures with Laughter

**Leigh Anne Jasheway** | *Santiam 6*

As young children we understand that laughter and play are the best ways to communicate with each other, but as we get older, our ego makes us judgmental and we frequently build walls dividing us from others based upon nothing more than stereotypes. Join this fun, interactive session, in which we’ll use games to reconnect the playful part of our heart and brain to our everyday communications. After all, laughter is the shortest distance between people.

## **PARTICIPATING AGENCIES**

Governor's Office | *Kate Brown, Governor*

Department of Administrative Services | *Katy Coba, Chief Operating Officer*

Bureau of Labor and Industries ("BOLI") | *Brad Avakian, Commissioner*

Business Oregon | *Chris Harder, Director*

Department of Consumer and Business Services | *Patrick Allen, Director*

Department of Corrections | *Colette S. Peters, Director*

Oregon Department of Education | *Salam A. Noor, Ph.D. Deputy Superintendent of Public Instruction*

Oregon Employment Department | *Kay Erickson, Director*

Department of Energy | *Michael Kaplan, Director*

Department of Fish & Wildlife | *Curt Melcher, Director*

Oregon Health Authority | *Lynne Saxton, Director*

Department of Human Services | *Clyde Saiki, Director*

Department of Justice | *Ellen Rosenblum, Attorney General*

Legislative Administration | *Daron Hill, Legislative Administrator*

Oregon State Library | *MaryKay Dahlgreen, State Librarian*

Oregon Lottery | *Barry Pack, Acting Director*

Oregon Liquor Control Commission ("OLCC") | *Steven Marks, Director*

Oregon Parks & Recreation | *Lisa Sumption, Director*

Oregon State Police | *Travis Hampton, Superintendent*

Oregon Department of Revenue | *Kris Kautz, Interim Director*

Department of Transportation | *Matthew Garrett, Director*

Oregon Youth Authority | *Fariborz Pakseresht, Director*

Department of Forestry | *Doug Decker, State Forester*

Department of Veteran's Affairs | *Cameron Smith, Director*

Higher Education Coordinating Commission | *Ben Cannon, Executive Director*

## **THANK YOU TO OUR ORGANIZERS**

Chair | *Tara Bohren—Department of Human Services*

Co-Chair | *Blake Dye—Oregon State Police*

Immediate past Chair | *Bob Koreski—Department of Justice*

Incoming Co-Chair | *Oscar Herrera—Department of Human Services*