

Promoting Belonging in the Workplace

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Our agenda today

- I. Fast Facts
- II. Establish ground rules
- III. Psychological Safety
- IV. Language and Terminology
- V. Intersectionality
- VI. Microaggressions
- VII. Application and Advocacy

About the presenter





Questions?

Remember, you can send public and private questions through the chat box.

Why does this matter?

- Diverse companies enjoy 2.3 times higher cash flow per employee
- 43% of companies with diverse boards noticed higher profits
- Racially & ethnically diverse companies are 35% more likely to perform better
- 71% of employees expect their CEO to take a stand on DEI
- Gen Z is the most diverse and values-driven workforce cohort — their expectations are shaping workplace culture.
- Diverse companies are 70% more likely to capture new markets
- Inclusive companies are 120% more likely to hit financial goals
- Companies with inclusive leadership outperform peers on innovation and retention
- People don't leave jobs; they leave cultures where they don't feel they belong.

Here's what your industry already says about this work



PA Bankers DEI Statement

We promote and encourage a diverse, equitable and inclusive culture that values and supports all voices across our organization. We are committed to expanding access and opportunity and to eliminating barriers. We will promote DEI proficiency to our member banks. We will do this by providing resources to support our members so they may develop and meet sustainable DEI goals.

Here's what your industry already says about this work?



American Finance Association Code Of Professional Conduct And Ethics

Financial economists should behave in ways that encourage the free expression and exchange of scientific ideas. They should support equal opportunity and treatment for all their colleagues, regardless of age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, health condition, marital status, parental status, genetic information, or any other reason not related to scientific merit.

Here's what your industry already says about this work



American Banking Association

Banks are key drivers of economic prosperity, and can help ensure that every American has an equitable opportunity to prosper.

Ground Rules

- Welcome openness
 - Welcome courage
 - Welcome patience
 - Welcome awareness
 - Welcome accountability
 - Welcome discomfort
 - Welcome conversation, even if imperfect
- Push out defensiveness
 - Push out fear
 - Push out shutting down



Ground Rules



Ground Rules



Lets define some terms

Our ability to reach unity in diversity will be the beauty and the test of our civilization.

— Mahatma Gandhi

Diversity- Numbers

Inclusion- Action

Equity- Policy

Belonging- The feeling of being accepted, valued, and empowered to contribute authentically



Terms Continued...

Psychological Safety:

A climate where people feel safe to express themselves without fear of retribution or humiliation essential for inclusive workplaces.



- Person-first language
- Ablest language
- Invisible disability
- Spoons Theory
- Neurodiversity

Ableism

Discrimination against people with disabilities



- Sex
- Gender
- Non-binary/gender nonconforming
- Transgender
- Cisgender
- Sexual orientation
- LGBTQ
- Heteronmativity
- Misgendering
- Gender Expansive

Resource- pflag glossary

Gender and Sexuality

Gender, sex, and sexual orientation are very different things



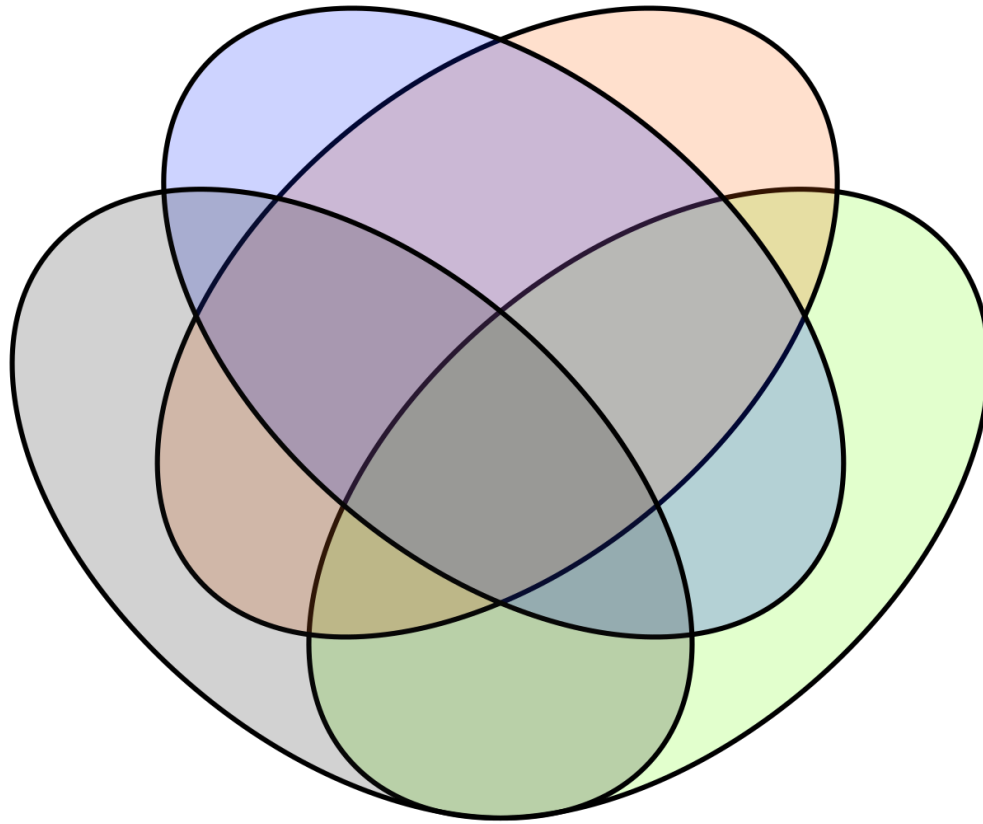
- Race
- Ethnicity
- Anti-racists
- Historically marginalized
- BIPOC*
- White privilege
- Ethnocentrism

Race and ethnicity

"Race" and "ethnicity" are complex terms and often used interchangeably



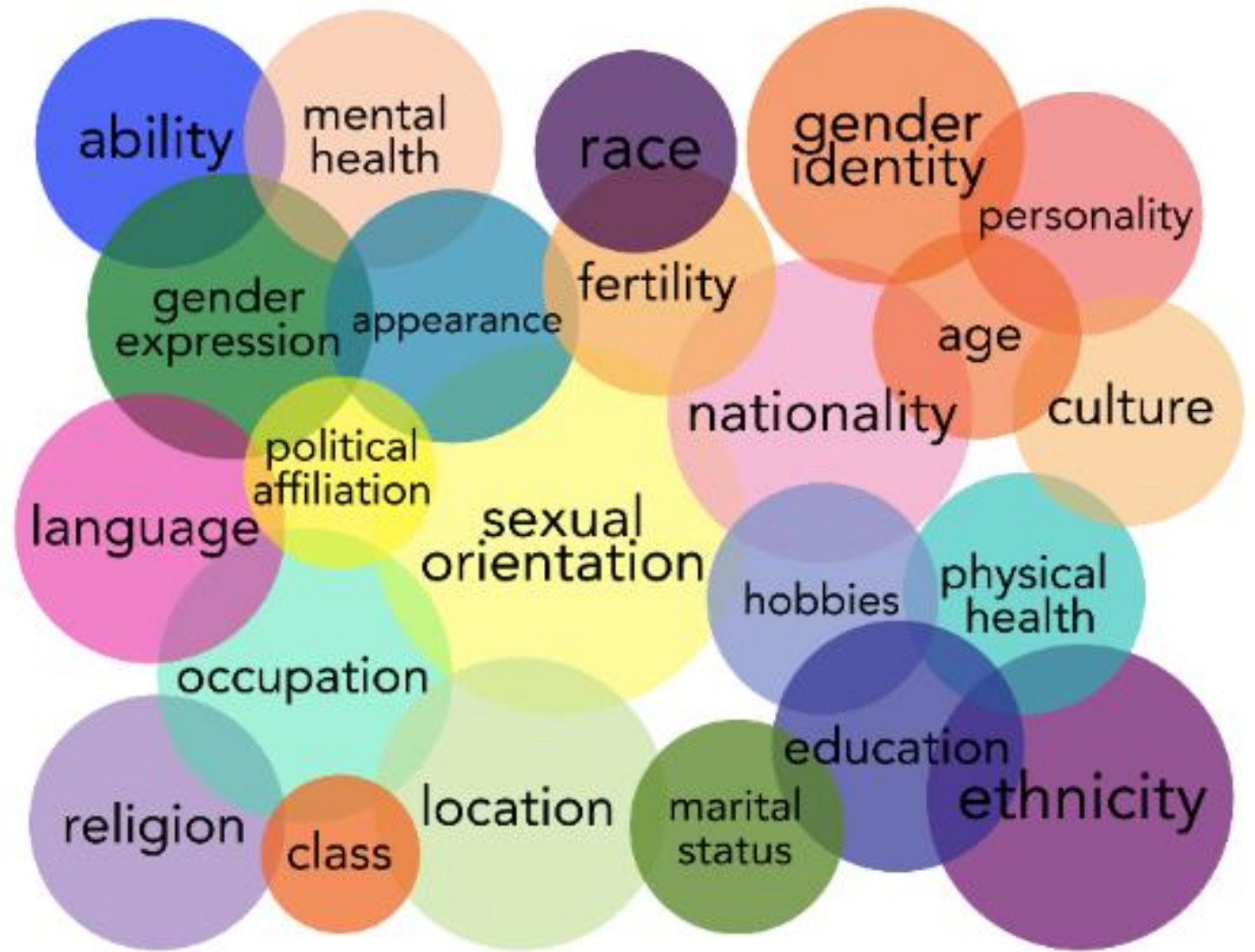
Intersectionality



What is Intersectionality?

Interconnection of our varying social identities

Framework that explains how the additive impact of our identities can create privilege, discriminations, and oppression



Intersectionality, The Environment, and Salience

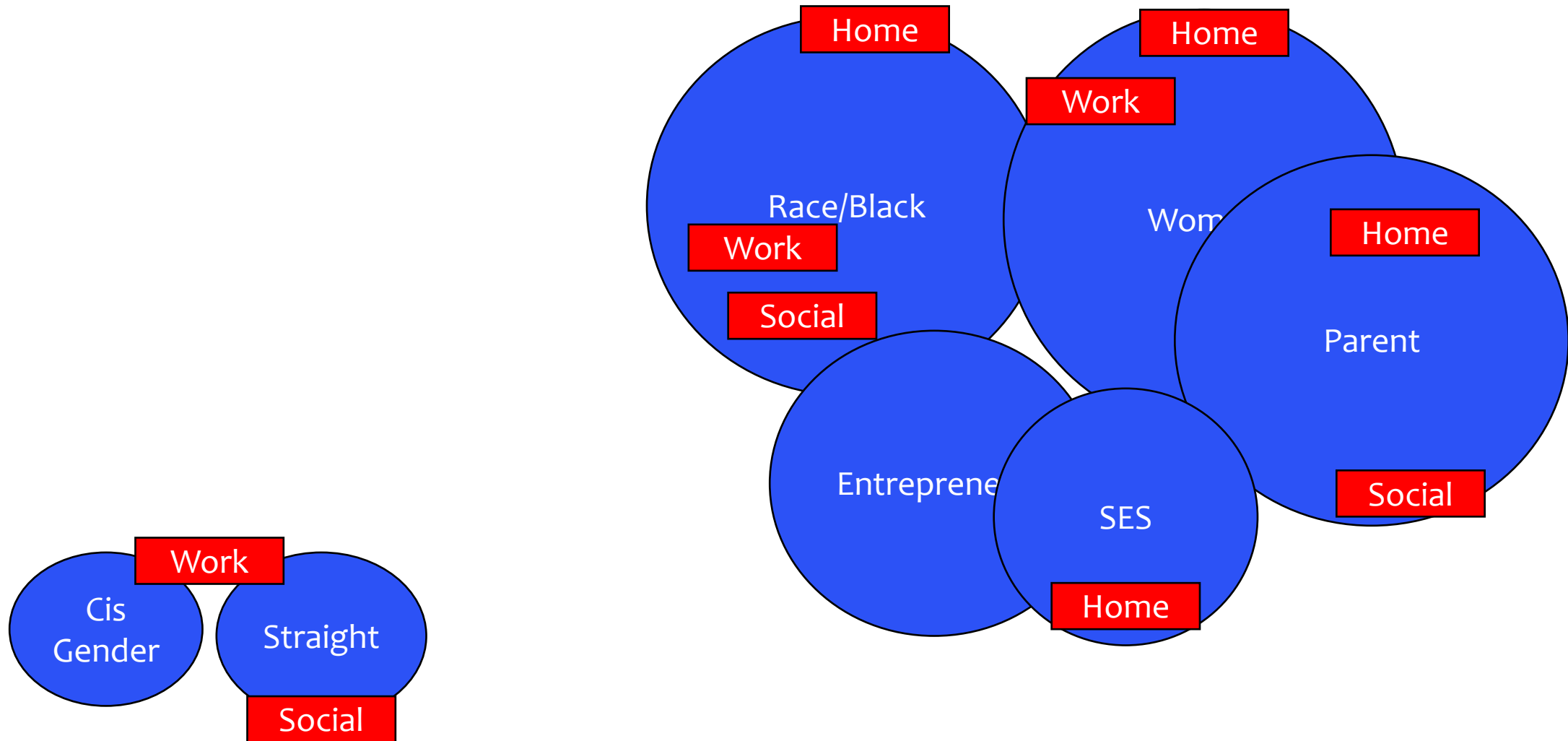
Different parts of our identity may be more salient at different times and environments



Intersectionality and WE



Identity Salience Circles Exercise



Take a Picture!

- Note the social identities that resonate most with you
- Discuss the context In which these identities feel most salient. Discuss why
- Please note: this is not an all inclusive list of identities. There is no wrong answer



1) Everyday verbal, nonverbal and environmental slights, snubs or insults, whether intentional or unintentional, which communicate hostile, derogatory or negative messages to target persons based solely upon their marginalized group membership

2) Results

- 1) Emotional Tax
- 2) Code switching



Microaggressions

“Believing in diversity and inclusion does not mean we are building diverse and inclusive organizations.”

— Dolly Chugh



Microaggressions

Video Clip

Microaggressions

Theme	Micoaggression	Message
Alien in own land When Asian Americans and Latino Americans are assumed to be foreign-born	“Where are you from?” “Where were you born?” “You speak good English.” A person asking an Asian American to teach them words in their native language.	You are not American You are a foreigner
Ascription of Intelligence Assigning intelligence to a person of color on the basis of their race.	“You are a credit to your race.” “You are so articulate.” Asking an Asian person to help with a Math or Science problem.	People of color are generally not as intelligent as Whites. It is unusual for someone of your race to be intelligent. All Asians are intelligent and good in Math / Sciences.
Color Blindness Statements that indicate that a White person does not want to acknowledge race	“When I look at you, I don’t see color.” “America is a melting pot.” “There is only one race, the human race.”	Denying a person of color’s racial / ethnic experiences. Assimilate / acculturate to the dominant culture. Denying the individual as a racial / cultural being.
Criminality – assumption of criminal status A person of color is presumed to be dangerous, criminal, or deviant on the basis of their race.	A White man or woman clutching their purse or checking their wallet as a Black or Latino approaches or passes. A store owner following a customer of color around the store. A White person waits to ride the next elevator when a person of color is on it.	You are a criminal. You are going to steal / You are poor / You do not belong / You are dangerous.

Microaggressions

Theme	Micoaggression	Message
Denial of individual racism A statement made when Whites deny their racial biases	<p>“I’m not a racist. I have several Black friends.”</p> <p>“As a woman, I know what you go through as a racial minority.”</p>	<p>I am immune to races because I have friends of color. Your racial oppression is no different than my gender oppression. I can’t be a racist. I’m like you.</p>
Myth of meritocracy Statements which assert that race does not play a role in life successes	<p>“I believe the most qualified person should get the job.”</p> <p>“Everyone can succeed in this society, if they work hard enough.”</p>	<p>People of color are given extra unfair benefits because of their race. People of color are lazy and / or incompetent and need to work harder.</p>
Pathologizing cultural values / communication styles The notion that the values and communication styles of the dominant / White culture are idea	<p>Asking a Black person: “Why do you have to be so loud / animated? Just calm down.”</p> <p>To an Asian or Latino person: Why are you so quiet? We want to know what you think. Be more verbal.” Speak up more.”</p> <p>Dismissing an individual who brings up race / culture in work / school setting.</p>	<p>Assimilate to dominant culture. Leave your cultural baggage outside.</p>

Microaggressions

Theme	Micoaggression	Message
Second-class citizen Occurs when a White person is given preferential treatment as a consumer over a person of color	Person of color mistaken for a service worker. Having a taxi cab pass a person of color and pick up a White passenger Being ignored at a store counter as attention is given to the White customer behind you “You people ...”	People of color are servants to Whites. They couldn’t possibly occupy high-status positions. You are likely to cause trouble and / or travel to a dangerous neighborhood. Whites are more valued customers than people of color You don’t belong. You are a lesser being.
Environmental microaggressions Macro-level microaggressions, which are more apparent on systemic and environmental levels	A college or university with buildings that are all names after White heterosexual upper class males Television shows and movies that feature predominantly White people, without representation of people of color Overcrowding of public schools in communities of color Overabundance of liquor stores in communities of color	You don’t belong / You won’t succeed here. There is only so far you can go. You are an outsider / You don’t exist. People of color don’t / shouldn’t value education. People of color are deviant.
How to offend without really trying	“Indian giver.” “That’s so gay.” “She welshed on the bet.” “I jewed him down.” “That’s so White of you.” “You people ...” “We got gypped.” Imitating accents or dialects Others?	

Tools to dismantle microaggressions

- I'm just curious, what makes you ask that?
- Can you elaborate on that point?
- "I heard you say that all Asians are good in math. What makes you believe that?"
- It sounds like you have a strong opinion about this. Tell me more about your experience with this.
- _____ brings up a good point. I didn't get a chance to hear all of it. Can _____ repeat it?
- Could there be another way to look at this?
- Paraphrasing
- I statements
- Opening the conversation



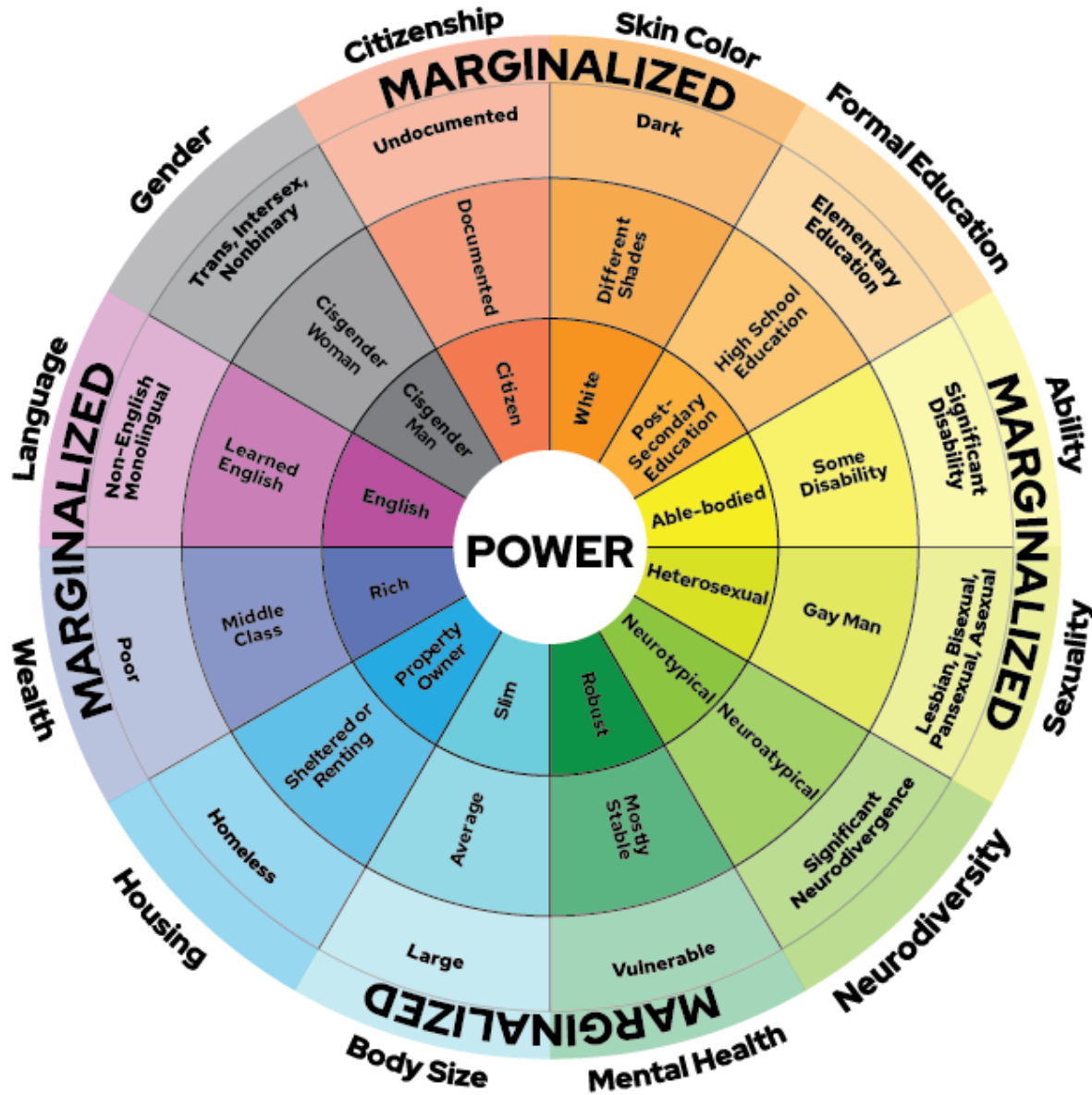
Microaggression Take Aways

- Intent does not erase impact
- **Microaffirmations** — proactive behaviors that foster belonging
 - Making eye contact, nodding, inviting quiet people to speak up, smiling, giving credit where credit is due



Gives advantages, favors, and benefits to members of dominant groups at the expense of members of target groups. In the U.S., privilege is granted to people who have membership in social identities.

Privilege



Wheel of Privilege and Power

(Take a picture)

- Privilege is contextual — many of us experience both privilege and marginalization based on different aspects of our identities. Building awareness of this nuance supports humility and empathy.



Mapping Power and Privilege

- In what ways has power and privilege worked for you or against you during:
 - Educational experiences
 - Occupational Attainment
 - Educational/occupational fit
 - Quality of life/ work life balance



Questions?

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Application



Where is your area of impact?



(Northhouse, 2019)

Common Barriers

Lack of support
from upper
leadership

Support for
those with
invisible HMIs

Finding
resources

Stigmas

Other duties as
assigned

Lack of
representation

What can I use?

Community
support

Mentors

Supportive
leaders

Therapy

Supporting
customers

What can I do?

Mentorship

Diversity
Training

Individual work

Creating
cultures of
curiosity

Awareness

Policies

D&I Workplace
committees/
ERGs

Empathy

Casual Coffee

More Listening

Speak up



How to get to know new people

- Ask people to meet for lunch or coffee
- Call people in, not out
- Join committee, use your voice, and tell others how you value theirs
- What else?



Questions?

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Questions and discussion

When everyone is included, everyone wins.

— Jesse Jackson



Thank You

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Exit Ticket

👉 Name a key Takeaway you have gained around promoting belonging in the workplace

👉 How can you leverage your power and privilege to create positive change?