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Educause
Webinar - Anti-Racism in Academia: A Learning Journey – Listen
Tuesday, September 2, 2020
1:430PM – 2:00PM Eastern
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Educause antiracism in academia: a learning journey-listen [captions provided by vzp]
[captioner on standby]

>> It's 11:30. I'm going to admit everybody and let's go.

>> Alright. It looks like heather has everyone joined in this session, so welcome, everybody to antiracism in academia-a learning journey. This is part two of a five-part series that we have started calling aria. first off, just a sound check that everyone can hear me. How are you doing?

>> Doing well. How's everyone?

>> Doing well. This is part two of five the aria series, and it is focused on listening. My name is Jonathan, and I am an IT director at the university of Georgia. And I’m your lead coordinator for part two. We're thrilled to have everyone here today. Your continued support is overwhelming and humbling. Thank you for taking time out of your day to be here. As I’ve said, we've turned this area into a tweet or social media comment. So that's our shorthand form that you'll hear us use a lot as we discuss this. The series overall, we don't want to spend much time on this, but I want to highlight that the people behind this series is Tina, who is on the call with us moderating the chat as well as Sowmya and Tracey.

>> This meeting is being recorded.

>> As that notification just alerted you all, this meeting is being recorded. A reminder about that. Things you put in the chat are part of that recording and transcript as well unless they are private messages between individuals. But if you put everyone in the chat, there are two ways to engage that are newer than when we started this back in august. We have a dedicated e-mail account that goes to all of the different coordinators, all six of us. We can send information out and let you know who it's coming from and a newly launched website that a lot of "the questions, and recurring information that we were being asked for we place there to help provide guidance. A little bit of background on aria. This is something that really started this summer and started out
as just a kernel of an idea that were with a combination of world events, CIO and the young professional advisory committee made a statement on antiracism and tina was doing a social media campaign using the hashtag. And all of these culminated in a two or three week time span. We talked behind the scenes. We wanted to do more than just release a statement. This is a small grass root initiative and we wanted to focus on it being a learn, lead grow type framework that allowed people to learn from where they are. You don't have to be a CIO or over some big program or some credential that allows you to lead in this initiative in antiracism in academia. We wanted it to be something people could digest and take lessons away from and start creating change right now without any special credentials or tools. And again, this really formed out of a desire to go beyond just releasing some words and we really wanted to put action behind that statement that many of us were involved with and after the conversation started with Tina, myself and Tanya we reached out and Sowmya and Tracey jumped at the opportunity to partner with us and have really helped mature this into what you see today. So the goals for this program: create safe spaces. That's the first goal, right? We want to make sure people feel comfortable sharing and this becomes really important when we start talking more about the structures of program in the next slide. Promote personal growth and empower participants to enact changes that will create a more inclusive and empathetic higher ed community. This is focused on the academic side of the world. This is where a lot of us in Educause work and the reality is that academics is not always safest space countered to belief it is not safest space for these types of conversations and we wanted to be part of the change in that. The program itself is broken into three different aspects: the facilitator orientation, then the kickoff webinar for each topic each month, and that's what you are attending right now for the second month. And then following the kickoff webinar, we have a series of breakout sessions that are led by breakout facilitators. The focus of each of these is really exploring the what, the how and the why of each of the five topics, reach out, listen, learn, act and persist. Reach out was a topic of the month for August and to review that one, August focuses on reaching out. The webinar that we're doing now for listen that was attended by roughly one hundred twenty people and at least sixty or more people have it downloaded and watched that recording. As far as the breakout discussions we had nine volunteer facilitators to help eleven discussions and 75 participants and those numbers have grown substantially. Reaching out is an effort to make an intentional effort to proactively and respectfully engage in meaningful dialogue with people from different racial backgrounds than your own. Feedback that we got during the month of august is they were really hungry or details on the how. We created a page on the website that really tackled that head-on. We took a lot of the feedback that you all gave during your discussion sessions and observations from the facilitators that they gave feedback on, complied that feedback and put it on a website and got feedback from other facilitators. We plan to do that for each topic moving forward as well. "now, this month, September is focused on listening. The intent is we have nineteen volunteer facilitators for this month. We're planning to have twenty different breakout discussions that should accommodate roughly 105 people into those sessions. now, listening is about making an intentional effort to give attention to someone with a goal of understanding what is being shared. And note the carryover from the definition of reach out here, making an intentional effort. We put that same wording at the start of each definition for a reason because anything we're talking
about today and especially those things we're going to be talking about in the discussion sessions it's all about being intentional with your actions. When we're talking about the topic of antiracism it's not something that comes natural to a lot of people and it's something you have to continue to think about your action and what you are seeing and hearing in the world around you and being intentional about checking yourself or making a comment or asking clarifying questions, these are things that take action, so we cannot and will not intentionally change something unless we're aware that it needs to be changed and that's the heart of what listening is. Taking the time. We've already reached out and established those relationships with people in the community. We've established different sites and podcasts and articles that ring true to us that help us learn and grow. Now it's time to actually listen to what they are saying whether that be the actual words a person is speaking to you or whether it be the words on a screen that you are reading in an article, it's about taking the time to listen to them and listen to understand what they are saying versus listening to respond to it. How is listening important? So, listening to the perspectives and lived experiences of others challenges our preconceived notions of the world around us. This is the foundation for growth whether professional or personal or oftentimes both. Asking clarifying questions and really getting to the heart of what someone trying to say to you, becoming aware that you see the world differently than the person beside you or that your lived experiences are vastly different than the person beside you. It's not that their experiences are better or worse. They are different though and taking the time to realize how they are different and comprehending that and listening and learning from it which is next month, in applying what you heard and listen to, growth is a continual process. If you ask any Olympian what it took for them to get where they got, it took tons of practice and failing over and over again on their way to their goals. They had to make sacrifices and endure pain to acquire those skills. Becoming good at something requires practice, and you've got to step out of your current comfort zone and expand that and embrace that you are going to have to be uncomfortable for a period of time but the more willing you are to step out the more comfortable you become and it becomes a skill. We have to listen to perspective and lived experiences of other people to expand our own view and see things through a different lens. It will be painful and convicting at times but joyous at times to hear these oh stories people will share with you. So how do we listen? It requires intentional effort, care and an open mind, right? And as I said on the last slide it will not always be easy and it oftentimes won't be comfortable. There are different aspects of active listening. First, there's attention. there's receive, understand, remember and respond. Attention is about being fully present and focused on why you are here. Part two is receiving, being open to hearing the words that are shared. If you are approaching that conversation with the intent to respond and the world view you hold you are not listening to receive what they are saying. Understanding is talking about comprehending what they are saying through their lens. Remembering, committing and retaining it to memory. It's one thing to listen to what somebody is saying but how many times have we all had a conversation with someone and we're so distanced. We hear it and recognize what they are saying but it goes right out the other ear and we never think about it again. What we're asking you to do is commit these things to memory and head nods, affirming words, these are things that you can show the other person that you are truly listening to what they are saying. Understand the role of trust and respect and how it plays into your interactions.
with people. With absent trust and respect you are less likely to be or have someone share candidly with you, but you are less likely to hear the words that that person is saying. Oftentimes, when you are trying to practice listening, active listening, it helps to start small. Start with someone that you have an established relationship with. It's a lot more comfortable with to have that conversation there where there's a safe space to fail and when you go back to repeat what you've heard because they trust and respect you and know the perspective you are coming from they are willing to say that's not actually what i said as opposed to saying okay.

Understanding intent versus impact. This is a phrase that i pulled from a promotional intelligence training we do at the University of Georgia called people skills. Not a great name for a program. People do not want to take a course that's named people skills. But the idea of this intent versus impact of our actions and words is something that really rings true to me, and I’ve done research in my own world as I try to complete a degree in sociology and just because someone has an intention behind words or actions doesn't mean it's going to have a positive impact on the other 1 person. How many times have we seen this in our own lives? You may say something to a significant other or friend and they look at you like how could you say that? It's not that you meant to hurt their feelings, but we've all heard it's not how you say what you said but how you said it. People are listening a lot. This is talking about the fact that someone is always watching, right? It could be your child if you have children, they are” watching how you respond in situations. It could be your teammates or your boss or your sub and how you respond to certain situation and those are defining moments. Often, we forget people are watching. You can listen to actions just as much as we listen to words and can either have a positive or negative impact on those around us and again, we can have the most positive intentions behind what we say and do, the impact we have upon the other person is high lie dependent upon a couple of things. One, it goes back to the trust and respect. Our relationship with that person. If you have a high level of trust and respect you have leeway to make mistakes. Also lived experiences, world views, stress levels, all of these things play in on how you are receiving as a person to what they are trying to say and vice versa. The same process happens. When we're the one speaking, the intention or we are listening, the impact. We can all control ourselves and how we meet the needs of others. What we're encouraging you to do, while talking try to consider the perspective of the persons interacting with and while listening give the person the benefit of the doubt, that they are coming from a positive place.

>> Now that is a version of the content for the month. And as we move into the next section of this series, which is the breakout discussions, I wanted to share a little bit about what this looks like. Many of you on this call today I can see participated in the month of August. Even for those of you who participated in August this month will be different. As I mentioned earlier, we're all about feedback so we took a lot of your feedback and tried to 1 make meaningful changes. Some of the changes appear here. First, there are limited seats, right? We are capping capacity of the classes at five people. There are a couple that moved up to seven participants that are more of our experienced facilitators and do this as part of their normal roles and current jobs, but a vast majority of the 20 sections available during the month of September are capped at five
participants plus the one facilitators. That came about because honestly a lot of the different sessions struggle to get through all the discussion when they have larger groups of seven to nine to ten people. Available dates, the first session will take place on September 10th and we have one on every single day of the month through September 25th. Each of these sessions is at least 60 minutes in length but could go as long as 90. When you go to sign in, please be mindful of which link of time that session is. And also, we have a different way to register. Last month we used Trello. Overwhelmingly, the feedback was it was okay but not great to step through the registration process. Once you got registered and got into discussions the feedback was overwhelmingly left a lot to be desired. It was difficult to navigate and we made changes to that. We are now using something different. In addition to changing platforms which will help the experience, it also gives us the ability to do a wait list. One of the challenges last month which we did not anticipate being that big of an issue is what happens when the seats fill up? We did not expect this to be as popular as it is and have as much interest. So, we didn't plan for that, but we did this month so there will be a wait list that you can sign up for, and I’ll show that to you momentarily. Let me go ahead and bring up the event bright page.

>> This is Tina Pappas. As Jonathan brings that up, someone in the audience that we're showing you right now, it's 9:10 to 9:25. So these dates are in this month, September and this information on the slide is actually also permanently on the website, and you can find this information thereafter the session.

>> Thank you, Tina, for pointing that out. No matter how many times I combed over that slide show you knew I would forget something. Let's see. I'll stop share for a moment and change to the screen I’m sharing so what you should be viewing now is the event bright page for Antiracism in Academia, is that correct? Awesome. So, this is a new look for the registration process. You'll go to this page which is linked to from the slides from our website, and we'll send it out in an e-mail on all the different CIO list serves. CIO, young profession, cop, all these different list services that we've been marketing on. When you go here you can read up on it if you'd like but go to this register link. And you'll see at the very top is a wait list request. If all of these are sold out which you'll see that there's one already sold out that we're doing a pilot test with, if they have no more spots set they will say that. If all of these are set to sold out or all the ones that you can participate in are sold out due to scheduling, go ahead and step through getting a take ticket for this wait list request. To be clear this is not a discussion in and of itself. This is to engage you if a seat becomes available in any of the other sessions. So when you step through, I’ll go to the 10th for now, step through and click on one and click register. And that's it. You don't have to have an event bright account, if you want to be able to cancel for any reason, you will need to create an event bright account. It's quick, painless, easy, but you will not be required to have an event bright account just to register. Once you click register, it will ask a few questions about your name, institution, that type of information just so that we have information that we can provide to your facilitator leading into the session so they can proactively reach out
and let you know who was in the group and reminder, send a calendar entry for how you are connecting. We don't dictate facilitators have to use zoom's versus teams versus WebEx. By gathering that information we're reaching out to get you that information in a timely manner. With that, that is all that we have in the slides. So I will go back. With that, do we have any questions? Tina, Sowmya, anything in the chat?

>> No, Jonathan. While we wait for questions, Sowmya and I have seen some things come up over the month of August so we'll address those here in case they might be on anyone's mind. So, we are so pleased that Educause has partnered with us to be able to provide this webinar to everyone using their platform. Also, they so generously are making this recording and transcript available to anyone, not just Educause members. It's up on the event bright website. So we're appreciative of that. On that same note, this spirit of the program is that it's open to all in the Higher Ed space. The breakout sessions are open to anyone who works in an academic institution or other sort of partner of Higher Ed, you know. For example, we've had people from internet two participate. So, there's no membership necessary to participate. It's open to all institutions across the country. We're advertising it in as many professional association networks as we can. It's not necessary to have participated in any form in August to be able to participate in September and the same is true up until December. This is a learning journey series. If you feel that there's value or benefit for you engaging in these topics each of the five months you are welcome to do that. If you feel one particular topic resonates the most with you feel free to join in on that particular month. You know, the heart of the program is in the breakout sessions. It's having the dialogue in small spaces where there can be honesty and transparency. So you know, just to reiterate there's no membership through any association with this. It's open to all higher ed and you don't have to participate in a previous topic or webinar or session in order to participate in the current month and we'll have three more topics over the course of the next months. We'll "have a webinar in the beginning of the month and spend the rest of the month in breakout sessions.

>> I just saw a question come through. It's from Nancy. So I’ll read out the question. Thanks so much for hosting this program. Could you clarify what the focus of the discussions will be? Will we be working through a series of questions?

>> Great question and thank you for asking. The design of this program is to get facilitators a lot of flexibility. What we provide them is a package of communication templates, slide show, links to resources and guidance on lessons learned all from past facilitators as well as facilitation tips. So we provide them all of that so they are equipped to facilitate the discussion. How they lead the discussion, we encourage them to step through the slide show that we've created for those facilitated discussions and they do ask some questions, and the intent of those is to spark conversation. It's not so much that there's a very strict I need you to answer yes no to this, true
false to this. It's about opening up questions that help foster candid discussion amongst the participants. No problem. Are there any other questions? Alright. Seeing none and hearing none we are about a minute away from the end of the session anyway. I did want to echo tina's comment. Heather, Karen, all of you have been absolutely fantastic from Educause helping to support this, so thank you all. Everyone that joined the session and participated in last month you all are amazing. You are what helps this become meaningful change on our campuses. We can have these webinars and discussions one-on-one, but in these group sessions where we get the perspectives of everyone around us that's the heart of this program. Thank you for your willingness to participate. If you need anything at all, don't hesitate to reach out and have a great week. [end of webinar].