Strategies for Human-Human Interaction

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Session Roadmap

• Define human-human interactions
• Describe challenges to these interactions
• Recognize signals
• Share your experiences
• Empower yourself
What is your human-human interaction experience?

- Family
- Student Colleagues
- Course Professors
- New Contacts
- Research Team
- Professional Colleagues
- Advisors
- Acquaintances

CRA-W: Computing Research Association Women
Think about...

• Describe the most constructive and least constructive interaction experiences you have had this year, so far.
  – Why was it constructive?
  – What made it unconstructive?

• Were you able to overcome or celebrate your experiences through reflection and mindful (even inclusive) thinking?
  – How were you able to disrupt your thinking?
  – Do you have a growth mindset (as opposed to fixed mindset) (Dweck)?
Implicit or Unconscious Bias

• Also called ‘automatic’, ‘implicit social cognition’
  – Are social stereotypes
  – Include both positive and negative judgments
  – Don’t always align with our conscious or explicit beliefs
  – Are malleable

• Examining personal biases is important to understanding societal prejudices and stereotypes
Where do biases come from?

- All of us have them
- Biases are based on our life experiences, gleaned from:
  - What we see around us (e.g., family, societal, institutional influences)
  - What people tell us
  - What we see in media
- Our brains are constantly and automatically making associations across millions of chunks of information
Additional Topics

- Unconscious bias
- Micro-aggressions vs. hostility
- Covert vs. overt discrimination
- Harassment and bullying
- Assimilation, code-switching
- Immigrant status
- English as a second language challenges
- First-generation status
- Performing under stereotype threat

- Being the “only” one
- Imposter syndrome
- Two-body problem
- Walking the tightrope
- Family- or unmarried-unfriendly policies
- Intersectionality
- General prejudices
- Double-bind
- Conflict resolution
- Disability (visible or invisible)
Types of Hiring Biases You May Encounter

• Resume bias
• Pedigree bias
• Confirmation bias
• Interviewer bias
  – Stereotyping bias
  – Halo error bias
  – Horn error bias
  – Contrast bias
  – Premature judgment bias
  – Interview illusion bias
Broadening Participation in Computing

Image Source: Interaction Institute for Social Change | Artist: Angus Maguire

9/20/2016

Tapia Celebration of Diversity in Computing, Career Mentoring Workshop, Austin, TX

EQUALITY

EQUITY

Image Source: Interaction Institute for Social Change | Artist: Angus Maguire
In meetings, Peter and Mike are increasingly disrespectful towards you and Jenny; they ignore you, interrupt you, and/or poach your ideas. Your advisor/manager doesn't seem to notice and in fact credits your and Jenny’s ideas to Peter and Mike.
Prof. Smith asks you to help out with the Graduate Recruiting Committee because 'they need a person of color'. You end up doing a lot of this kind of department service and you’re wondering if it’s worth the time and effort.

Should you say no? If so, how?
How to Challenge What You Hear

• Listen critically
• Ask questions – “Help me understand”
• Draw focus toward systemic structures that enable unconscious bias
• Offer alternatives, exemplars
An example

“Women need to learn to be more confident.”

Ask:

• "Tell me more. I'm curious to hear more about why you think that."
• "Isn't it more complicated than that though?"
• "What if it ('being confident' or whatever advice is being offered) backfires?"

Offer, to the conversation:

Many women (and men) might benefit from learning to be/appear more confident. But, at best, this will only help those individuals; it won't change patterns of underrepresentation.

Another example

“Women are such great collaborators.”

Ask:

- "All women/men? Which women/men?"
- "How do you account for variations among women, men, or other groups?"

Offer, to the conversation:

It's important to qualify these statements by noting that they:

– don't apply to all women and men,
– differences we see aren't innate but rather socially influenced tendencies, and
– when they do apply, they are often "context" dependent and not always true even of that person.

Why should you care?

• Managing our relationships and biases:
  – creates more inclusive environments
  – supports true innovation
  – helps us continue to evolve, grow, improve

• All of us are affected
  – We recognize that barriers affect some peoples’ “choices” (i.e., poverty, institutional racism)
  – Our own perspective could benefit from some fine-tuning
You can do this!

• **Good interpersonal interactions are part of daily life**
  - You will continue to learn how to be better at it!

• **Don’t ignore your experiences**
  - Learn from them, but know that you have everything inside to succeed!
References

• Dweck, Carol D. Mindset: The New Psychology of Success (Random House).
• Project Implicit (Univ. of Washington, Harvard Univ., Univ. of Virginia), https://implicit.harvard.edu
Thank you!