

Strategies for Human-Human Interaction

Joyce Croft

Cynthia Phillips

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Kathryn McKinley, moderator



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Link to captions

bit.ly/3vGwFnI



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Our Plan for this Session

- **Ground rules & Framing**
- **Introduce** ourselves & **share** some of our challenges and positive interactions
- **Share YOUR** challenges with h-h interactions
- **Policies/Resources** design to protect people



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This is a *safe* and *interactive* session!

Ground Rules

- What we say stays here!
- If you share, please do not name names
- Avoid blame, speculation, and inflammatory language
- Avoid assumptions about any member of the class or generalizations about social groups.
- Do not ask individuals to speak for their (perceived) social group

<https://crlt.umich.edu/publinks/generalguidelines>



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Human to Human

Excluded/Disrespected

Walk into a Google efficiency review

New man: “are you in the right meeting?”

Me: “Yes, I am in the efficiency review”

New man: “What is your name?”

...

later in email: “You made assumptions about me...”

Included/Respected

Interviewer: “We have two things in common! We both won test-of-time awards from OOPSLA. We both were at UT Austin!”



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Human to Human

Excluded/Disrespected

In a group meeting, I asked for clarification from a product manager who was presenting work. He responded to me in a condescending tone, like I should not have even asked the question.

Included/Respected

Being a part of this panel!



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Shiva Darian

(CAHSI) Computing Alliance of Hispanic Serving
Institutions



Lead the Doctoral Scholars Network to help PhD Scholars in 4 core areas:



Social



Personal



Academic



Professional

Join us: <https://tinyurl.com/DoctoralSN>



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Shiva Darian

Human to Human

Excluded/Disrespected

Humanities student in
Computing Dept.

Being the only student to hold
my intersectional identity in the
department

Included/Respected

Conferences

Graduate Student Assoc.
Totally Random Talks || Fail Jams



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Cynthia Phillips

Human to Human

Excluded/Disrespected

Long, vicious verbal attack after a conference presentation. Probably more about my being from another community and my work being possible competition than my being a woman.

Included/Respected

A respected member of the new community eventually ended the verbal barrage by defending the potential of the work.



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What Are Our Common Human-Human Interactions and Experiences?

FAMILY

Friends

Acquaintances

COURSE PROFESSORS

Research Team

**Student
Colleagues**

ADVISOR

New Contacts

Administrators

**Professional
Colleagues**



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Encouraging Positive Human-Human Interactions

Respect

- “politeness, honor, and care shown toward everyone” [\[def\]](#)
- “Never attribute to malice that which is adequately explained by stupidity.” - Robert J. Hanlon

Honesty - with yourself and others

Open communication

- “Bad news doesn’t get better with time”
- Address actions and how they made you feel - don’t assume intent

Commitment to diversity

Mitigating Negative Interactions

Mitigate: to make something less harmful, unpleasant, or bad [\[def\]](#)

- **Always** find a *safe* outlet
- **Reflect** to understand what made the interaction negative - if you can, address the *problem*
- **Ask** for help
- Use the 5 D's of Bystander Intervention: Distract, Delegate, Document, Delay, and Direct [\[ref\]](#)
- Consider what you can **control** (*in the moment*) - focus your energy on what you can change (*this will evolve over time*)
- **Consider** removing yourself from the situation



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Group Activity

1. Get in Groups of 2 or 3.
2. Pick one of the following scenarios to discuss strategy for dealing with the issues and potential responses for 6 minutes.
3. Then pair your group with another group and share your best strategies 3 minutes per group.



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Pick One

06:00

1. You are starting a research project with a new advisor, and you want to communicate that you must leave by 5 each day for a family obligations, e.g., to pick up your child from daycare, watching your siblings, working a second job. The advisor makes a comment about you not taking your job seriously.
2. Prof. Hat asks you to help out with the Graduate Recruiting Committee because 'they need a woman'. You do a lot of this kind of department service and so does another female colleague, but she is not asked as often because she is not single and has a family.
3. During meetings, Peter and Sunil are increasingly disrespectful towards you and Jenny: they ignore you, interrupt you, and poach your ideas. Your advisor doesn't seem to notice and in fact credits your and Jenny's ideas to Peter and Sunil.



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Pair and Share

Pair your group with another group and share your best strategies 3 minutes per group.

03:00



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Q & A

Potential Topics

- Micro-aggressions
- Hostility
- Conflict resolution
- Discrimination
- Harassment
- Voicing an unpopular opinion
- Implicit bias
- Setting clear boundaries
- How to be inclusive
- Addressing exclusion
- Being nice **and** effective
- Giving good compliments
- Dealing with difficult people



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You Can Do This!

- Good human-human interaction is a daily exercise
 - You will continue to learn and improve!
- Don't ignore your experiences
 - Learn from them, and know that you have everything inside to succeed!



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Resources

Harassment is Common :(

Well recognized and illegal

Sexual coercion

Unwanted sexual attention

Less recognized

Gender harassment

Severe or frequent *gender harassment* can result in the same level of negative professional and psychological outcomes as isolated instances of sexual coercion.

Sexual Harassment of Women: Climate, Culture, and Consequences in Academic Sciences, Engineering, and Medicine, National Academies, 2018.



USA Title IX Protects Students Against Sexual Discrimination/Harassment

If you are a student at a US university, you can report incidents of harassment to your Title IX office

- They must research and write a report
- You can report to Title IX **whether the incident happens on campus or elsewhere**
- If the incident involves a professor from another US university e.g., at conferences, you can report it to *their* Title IX office as well.



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Title IX Is Not Enough

Organizations and events increasingly have their own codes of conduct, which covers a range of behaviors including discrimination, harassment, and professional ethics

Example: ACM: [ACM Policy Against Harassment](#)

- “Harassment does not require intent to offend. Thus, inappropriate conduct or language meant as a joke, a prank, or even a compliment can lead or contribute to harassment.”
- [ACM Reporting Unacceptable Behavior](#) at conference or online

Example: CRA: [CRA Code of Conduct](#)

- “All CRA activity participants are required to treat each other with respect in all their behavior, e.g., speech, actions, and on-line communications”
- [CRA Complaint Procedure](#) at conference or online



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What You Should Do *If You Experience* Harassment or Discrimination

- **Believe** your lived experience
- Immediately **write down** what happened
 - Who, when, where, what
 - Who witnessed it
- **Get support**
- **Consider reporting**

- If your harassment *feels* different, it probably is
 - Intersectionality compounds harassment experiences



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Resources

- [Sexual Harassment - CRA-WP](#)
- Ms. Mentor's Impeccable Advice for Women in Academia, by Emily Toth
- Kidding Ourselves: Breadwinning, Babies, and Bargaining Power, by Rhona Mahoney
- Getting to Yes, by Roger Fisher and William Ury
- Nice Girls Don't Get the Corner Office, by Lois Frankel
- Ask For It, by Linda Babcock and Sara Laschever
- People Tactics, by Patrick King



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Let's End on a High Note

Turn to the person next to you

Tell them about a great human-human interaction you had in a professional setting

- A time someone complimented your work
- A time someone thanked you for a job well done
- A time someone stood up for you



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