

Strategies for Human-Human Interaction

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Our Plan for this Session

- **Introduce** ourselves
- **Identify** pertinent human-human interactions
- **Share** our challenges with and strategies for managing these relationships
- **Share YOUR** challenges with h-h interactions
- **Discuss** final thoughts
- **Policies/Resources** design to protect us



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

- Meeting Pulse will prompt you for a name
- You can submit questions and free text anonymously
 - Share “pulses” to react and engage

Ground Rules

- Criticize ideas, not individuals
- Commit to learning, not debating
- Comment in order to share information, not to persuade.
- Avoid blame, speculation, and inflammatory language
- Allow everyone the chance to speak (time permitting!)
- 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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What Are Our Common Human-Human Interactions and Experiences?

FAMILY

Friends

Research Team

Acquaintances

COURSE PROFESSORS

**Student
Colleagues**

ADVISOR

New Contacts

Administrators

**Professional
Colleagues**



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Our Experiences and Challenges

- Student-Advisor interaction
 - Expectations, personal issues, ...
- Professional
 - Faculty-faculty (staff-staff)
 - Faculty-staff (staff-administrators)
 - Faculty-department head (staff-boss)
- Personal
 - Spouse / Partners
 - Friends
 - Children
 - Parents



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Our Experiences and Challenges (RB)

The Bad

Can be hard to make connections in a remote class or job

The Good

Professors/Bosses understand life happens

- Don't be afraid to ask for help!
- Everyone has tough situations sometimes



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Our Experiences and Challenges (CH)

The Bad

**Someone pulled my
hair *at work***

The Good

**Individual
Recognition**

- Appreciate it - Enjoy it!
 - Pay it forward



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Our Experiences and Challenges (AS)

The Bad

**Someone in a
supervisory position
asked me out**

The Good

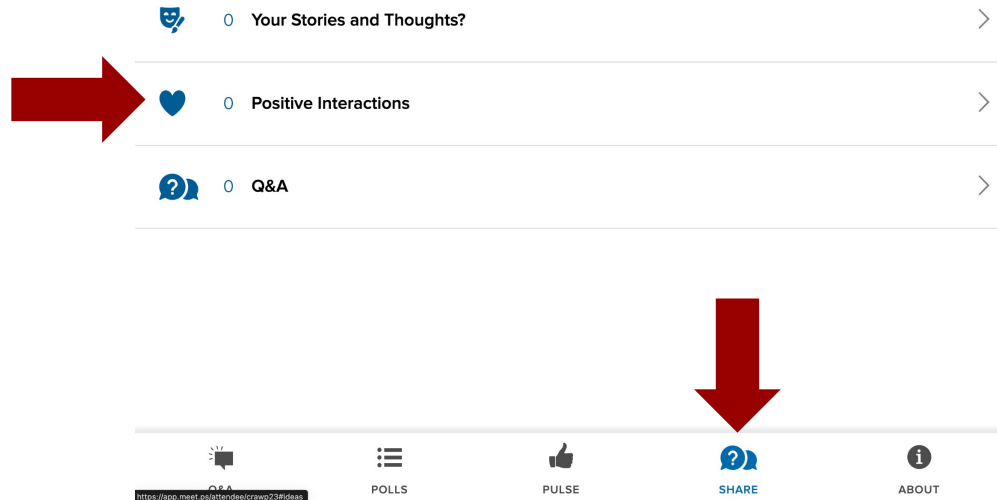
Thanking Fridays



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How can we encourage positive human-human interactions?



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Encouraging Positive Human-Human Interactions

- Respect
 - “politeness, honor, and care shown toward someone or something that is considered important” [\[def\]](#)
 - “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



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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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Good Culture → Great Interactions

- Meet new people in your field
- Share your research/expertise and learn new things
- Form new collaborations and strengthen long-standing relationships
- Recognize the contributions of others and thank them
- Deeply discuss the biggest challenges in your research area



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Some Topics We Can Talk About

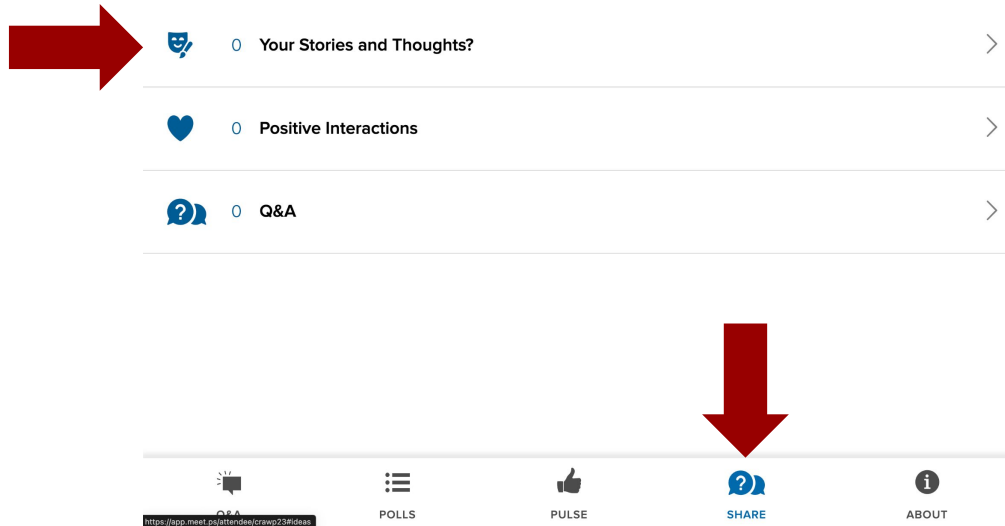
- Micro-aggressions and Hostility
- Conflict resolution
- Discrimination
- Harassment
- Voicing an unpopular opinion
- Implicit bias
- Setting clear boundaries
- How to be inclusive
- Addressing exclusion
- Being nice **and** effective
- Giving good compliments
- Dealing with difficult people



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What Are Your Stories and Thoughts?



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Some Scenarios to Consider



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Scenario 1

You are attending a conference and don't know anyone well. There are few women in the conference.



Scenario 2

You are starting a research project with a new advisor, and you want to communicate that you must leave by 5 each day to pick up your child from daycare.



Scenario 3

The lab coordinator keeps “jokingly” pulling off your labmate’s head covering.



Scenario 4

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.



Scenario 5

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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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

- [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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Backup/From the Past



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Harassment is Common :(

Well recognized

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.



It's Okay to Talk About Harassment

- The #MeToo movement has broadened conversations around harassment
- We wanted to raise these topics here, with specific focus on resources and strategies



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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**
- IMPORTANT! 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 and harassment
- 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.”
- 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”

Codes of Conduct Must Be Enforced

- Enforcement includes:
 - A clear, documented process for reporting
 - An equitable and timely process for investigation
 - Consequences when reports are substantiated
- Example: ACM Process: [Reporting Unacceptable Behavior](#)
 - Report to the conference chair or the ACM President or the ACM CEO
- Example: CRA Process: [CRA Complaint Procedure](#)
 - Report to designated on-site person or online



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Sometimes You Just Want Support

- Tell a friend or trusted mentor
- CARES: Any ACM SIG can form a committee for on-the-ground support of people who experience harassment/discrimination at SIG events
 - The individual still reports directly to ACM, but the CARES representatives support and help people in the immediate aftermath of an event
 - First CARES committee: Joint SIGARCH/SIGMICRO
<https://www.sigarch.org/benefit/cares/>



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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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What You Can Do *If You Observe* Harassment or Discrimination

- Intervene! Use one of these techniques:
 - **Distract** - distract either the harasser or the target
 - *Hi, I've been looking for you! There's someone I want you to meet!*
 - **Delegate** - bring in someone to help
 - **Direct** - respond directly, with confidence and calmness
 - *Hey, it's not ok to call someone a \$!#*
 - **Delay** - immediately write down what you observe, then check in with the target after and offer support and help
- Take care of yourself first



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Scenario 4

In your weekly research lab meetings with your research group and advisor,

- you are constantly interrupted when you are talking.
- your ideas discussed earlier in the week are being presented by a peer, who is taking credit for your ideas.



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