Strategies for Human-Human Interaction

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Link to captions

bit.ly/3vGwFnI
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
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
Kathryn McKinley
Kathryn McKinley

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!”
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.

Being a part of this panel!
Shiva Darian

(CAHSI) Computing Alliance of Hispanic Serving Institutions

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

Join us: https://tinyurl.com/DoctoralSN
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
Cynthia Phillips
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.
What Are Our Common Human-Human Interactions and Experiences?

FAMILY

Acquaintances

COURSE PROFESSORS

Research Team

Students

Advisor

New Contacts

Professional Colleagues

Administrators

Colleagues

Friends
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

- **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
- 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
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.
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.
Pair and Share

Pair your group with another group and share your best strategies 3 minutes per group.
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
You Can Do This!

• Good human-human interaction is a daily exercise
  o You will continue to learn and improve!

• Don’t ignore your experiences
  o Learn from them, and know that you have everything inside to succeed!
Resources
Severe or frequent gender harassment can result in the same level of negative professional and psychological outcomes as isolated instances of sexual coercion.

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.
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
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
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
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