



# ***Maintaining an Inclusive Culture by Promoting Diversity, Equity, Inclusion and Accessibility (DEIA)***



2024 LULAC FTI  
Las Vegas, Nevada  
Wednesday, June 26, 2024  
11:00AM – 12:00PM PT

Cynthia (Cin-dee) D. Dunn, Director  
Internal Revenue Service  
Tax Exempt and Government Entities  
Office of Equity, Diversity and Inclusion





## Looking Through My Lenses

Cynthia (Cin-dee) D. Dunn, Director, IRS, TE/GE, EDI

- Longest serving EEO/EDI Director for IRS
- 40+ Years of Federal Government Service - USDA, DoD, Export-Import Bank of the US, IRS
- EEO/EDI/Diversity/Civil Rights Field since 1988
- National EEO Lifetime Memberships: BIG, FAPAC, FEW, SAIGE
- Other Memberships: DIG, **LULAC**, EEO & CR Executives. AAFEA
- Workshop Presenter & Award Recipient
- 2018 National Image, Inc. “Woman of the Year” Award
- 2018 Federally Employed Women “Champion for Diversity” Award
- 2023 Association for the Improvement of Minorities “Invictus” Award
- Proud Mother and Grandmother



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DNA Makeup: 49% African, 37% European, 13% Middle Eastern



# World Events Impact on Diversity, Equity, Inclusion and Accessibility in the Federal Workplace

LULAC Leaders...How do we come together with the “unrest” that surrounds us daily in the news? We can start by...

- promoting LULAC and other Employee Organizations and Employee Resource Groups to use as a safe space to discuss concerns around world events.
- advocating Self-Care including taking needed time off.
- conducting DEIA Pulse Checks with employees and colleagues.
- encouraging employees to utilize your Agency’s Employee Assistance Program (EAP).





## President Biden's Executive Order: 14035 Diversity, Equity, Inclusion, and Accessibility (DEIA) in the Federal Workplace

*“As the Nation’s largest employer, the Federal Government must be a model for diversity, equity, inclusion, and accessibility, where all employees are treated with dignity and respect. Accordingly, the Federal Government must strengthen its ability to recruit, hire, develop, promote, and retain our Nation’s talent and remove barriers to equal opportunity.”*

Joseph R. Biden, Jr.  
White House  
June 25, 2021



# Diversity, Equity, Inclusion and Accessibility is a Top Priority for the Current Administration

President Biden's priorities that impact Diversity, Equity, Inclusion and Accessibility (DEIA) Programs:

- Rescind Previous Administration Executive Orders

- Created and Signed New Executive Orders

- Most Diverse Cabinet in U.S. History of the Presidency





## What is Diversity, Equity, Inclusion and Accessibility (DEIA)?

**Diversity:** A collective mix of individual attributes applied in pursuit of organizational objectives.

**Equity:** Refers to fairness and justice and is distinguished from equality: Whereas equality means providing the same to all, equity means recognizing that we do not all start from the same place and must acknowledge and make adjustments to imbalances.

**Inclusion:** Creating a culture that connects each employee to the organization, encourage collaboration, flexibility, fairness, and leverages diversity throughout the organization so that all individuals are enabled to participate and contribute to their full potential.

**Accessibility:** Refers to the design, construction, development, and maintenance of facilities, information, and communication technology, programs and services so that all people, including people with disabilities can fully and independently use them.



## Diversity vs. Inclusion

***DIVERSITY IS BEING ASKED TO THE DANCE,  
INCLUSION IS BEING ASKED TO DANCE ONCE  
YOU'RE THERE.***

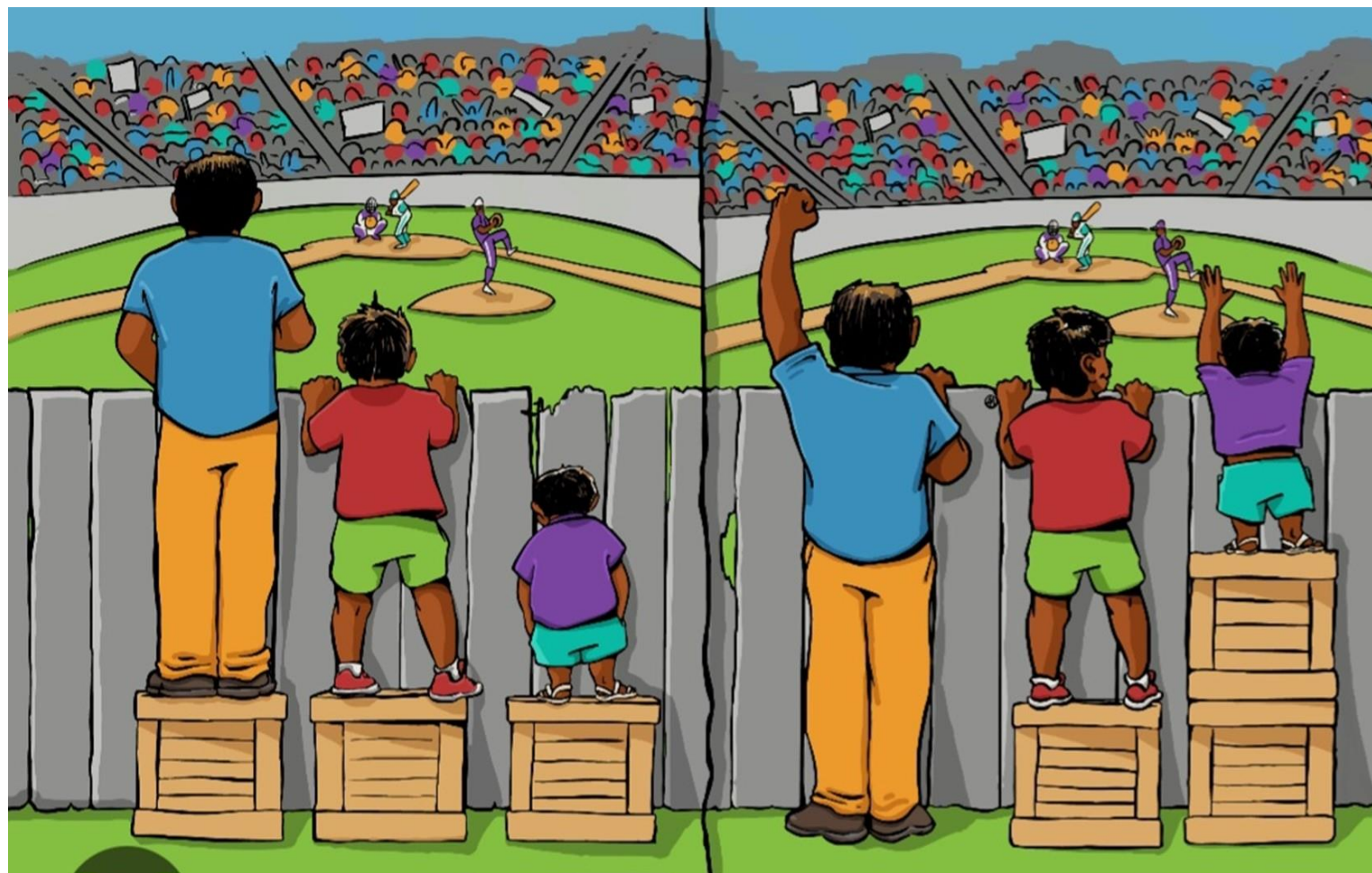
***DIVERSITY IS THE MIX...  
... INCLUSION IS MAKING SURE THE MIX  
WORKS WELL.***



Equality

vs.




Equity







# Inaccessible – Accommodation - Accessible

<p><b>INACCESSIBLE</b></p> 	<p><b>ACCOMMODATION</b></p> 	<p><b>ACCESSIBLE</b></p> 
<p><b>EQUALITY</b></p> <p>Everyone receives the same support, regardless of need.</p>	<p><b>EQUITY</b></p> <p>Individuals given different support / accommodation to enable access.</p>	<p><b>INCLUSION</b></p> <p>Everyone has access: No need for support / accommodation</p>



## As LULAC Members and Federal Employees - How Should We Value an Inclusive Workforce?

- Individual and group differences
- All voices be heard
- Treating everyone with dignity and respect



# As Leaders, How Can You Promote Diversity, Equity, Inclusion and Accessibility?

- Lead by Example
- Create a Welcoming Environment
- Incorporate Diversity
- Commitment
- “Walk the Talk”





## Why is Championing Diversity Important?

### *Organizational Leaders that embrace diversity:*

- Live their values and principles.
- Keep pace with current demographic trends and reflect their customer base.
- Eliminate discrimination, prejudice and harassment litigation costs.
- Enhance productivity by using the skills of everyone in the workplace.



# Diversity Iceberg





## Beware of these Contributors that May Cause Conflict in the Workplace

- He said/She said
- Jokes
- Inappropriate Comments
- Favoritism
- Yelling/Raising Your Voice

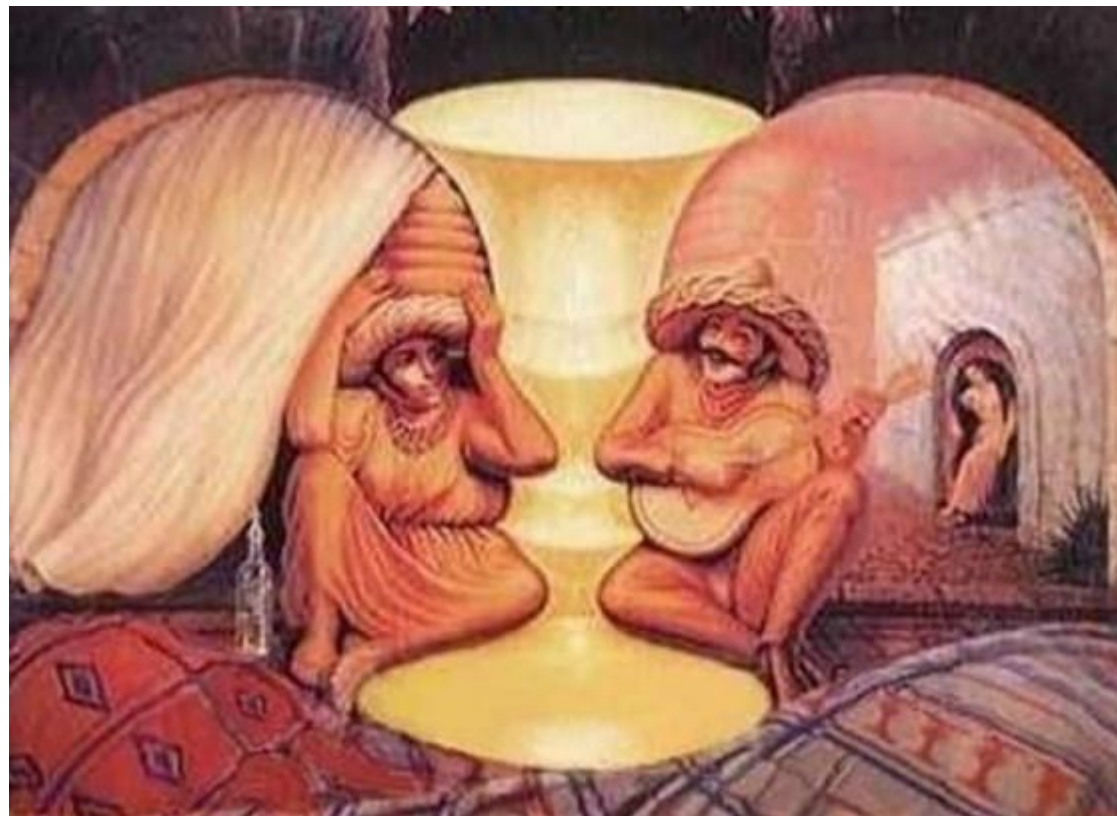




# Perceptions

Things may not be what they appear . . .

**Do you see what I see?**





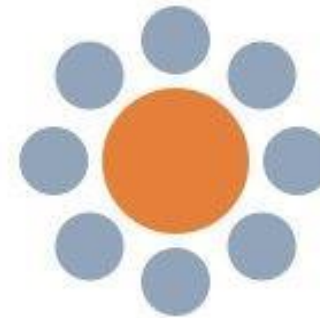
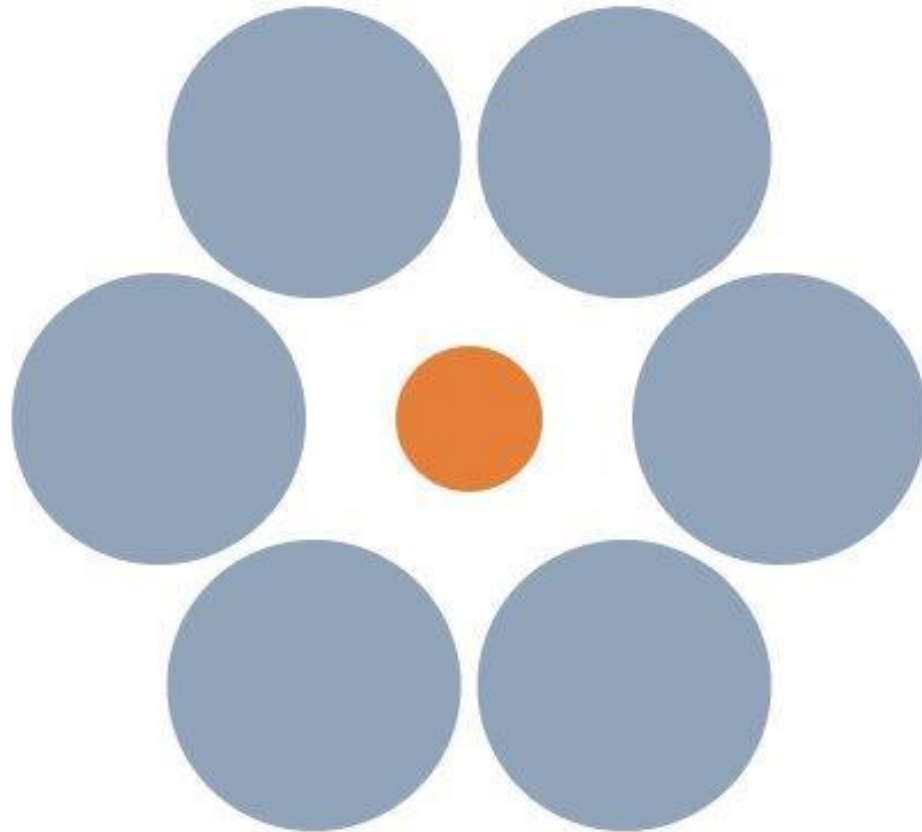
# What Do You See?







# Which Brown Circle is Larger?





## How to Avoid Errors in Perceptions or Judgments – **Do's** and **Don'ts**

- **Do** get all the facts
- **Do** take a second look
- **Do** keep an open mind
- **Don't** make assumptions about others
- **Don't** make generalizations
- **Don't** judge a book by its cover
- **Don't** go by first impressions





## Implement Inclusive Behaviors in the Workplace

- Respect and appreciate all team member's backgrounds and cultural values
- Organize team building activities
- Equal access to resources
- Be open to difference viewpoints from team members
- Listen to all voices during meetings
- Provide safe work environments for all team members
- Show support for all team members
- Have open and honest conversations about unconscious bias



# Unconscious Bias





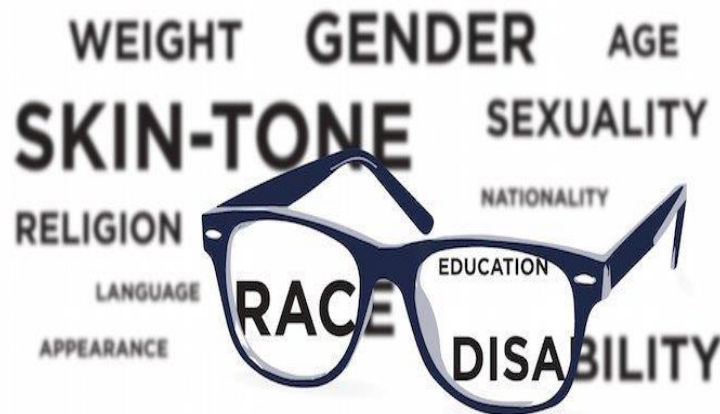
## Unconscious Bias Defined

**Unconscious biases** are social stereotypes we form about certain groups of people, and we are not even aware of them.

Everyone has unconscious biases. It is part of being human.

**Unconscious bias is *far more common* than conscious prejudice and is often inconsistent with our conscious values.**

**Note: remember this during our scenarios**





## Unconscious Bias at Work

\* While fewer than 15% of all men in the US are 6 feet or taller; among CEOs of Fortune 500 companies, almost 60% of corporate CEOs are 6' or taller.

\* While fewer than 4% of men in the US are 6' 2" or taller; 30% of corporate CEOs are 6' 2" and taller.

- President Joe Biden, 6'0"
- Former President Donald Trump, 6'3"
- Former President Barack Obama, 6'1"
- Steve Jobs, Chairman, CEO and Co-Founder of Apple, Inc., 6'1"
- Former IRS Commissioner Charles Rettig, 6'6"

\* From Malcolm Gladwell's *Blink*





## Unconscious Bias at Work

Applicants with minority-sounding names (like "Lakisha Washington" or "Jose Santos") had to send out 50% more resumes to get 1 interview than those with the exact same resumes with non-minority stereotypical sounding names.

They are also less likely to get call backs for interviews.





# How Can We Be DEIA Change Agents for LULAC?

**AGENTS**  **OF**  
**CHANGE**





## Leaders, “Interrupt” Unconscious Bias

- ✓ Increase Awareness
- ✓ Change Behaviors
- ✓ Structure for Success
- ✓ Hold Everyone Accountable
- ✓ Remove Barriers to Eliminate Racial and Ethnic Disparities



# What's the Matter? It's the Same Distance!

Example of a Barrier - an unlevel playing field





## Unconscious or Conscious Bias... To Be or Not To Be... That is the Question

The following slides are real life scenarios.

Questions:

- Do you think that it is Conscious or Unconscious Bias?
- Let's discuss



“Athletic Gear” ...

Conscious or Unconscious Bias?





# Grocery Shopping... Conscious or Unconscious Bias?





## The \$38,000 Designer Handbag... Conscious or Unconscious Bias?

Why didn't the salesclerk just let Oprah buy the \$38,000.00 Tom Ford designer handbag?





# Speak English! Horseshoe Casino Conscious or Unconscious Bias





## The Following Statements are Unconscious Beliefs Some of Us Hold

- Men are better leaders
- Black women are “angry”
- Women are all on the “mommy track”
- Latino men and obese employees are lazy
- Asians are good at technical things

Source: Huffington Post by Trudy Bourgeois





“We Don’t See People and Things as They Are...  
We See People and Things As We Are.”

No one is right  
or wrong

We are just  
different

We look but  
we don’t  
see

HOW DO YOU  
  
SEE THE  
WORLD?



# You Can Change Your Unconscious Bias

Move from being  
unconsciously bias



To consciously unbiased





## LULAC Participants, Make the Pledge!

When it comes to understanding unconscious bias, I will...

Reflect on my own biases that may influence my messaging toward people different from me.

Look at my own attitudes and behaviors to determine how bias is affecting the delivery of services to employees and customers different from me.

Educate myself about individual and group differences by attending classes, workshops, cultural events, reading and interaction.

Intervene when I observe others communicating negative messages of insensitivity or bias toward subordinate groups.



# How Diverse Is Your Inner Circle? Exercise

First Name or Initials	Gender M or F?	Race/Ethnicity	Age	Sexual Orientation	Education	Disability Y or N?	Marital Status	Other?
1								
2								
3								



# General Guidelines for a Healthy Environment

- Treat everyone with dignity and respect
- Build an IRA (Individual Relationship Account)
- Learn how to communicate effectively
- Build trust with your colleagues
- When conflict arises:
  - seek first to understand, then seek to be understood;
  - to walk in someone else's shoes, you first have to take your own shoes off.





## The Cold Within - Poem

Six humans trapped by happenstance  
In dark and bitter cold.  
Each one possessed a stick of wood,  
Or so the story's told.

Their dying fire in need of logs,  
The first woman held hers back,  
For on the faces around the fire,  
She noticed one was black.

The next man looking cross the way,  
Saw one not of his church,  
And couldn't bring himself to give,  
The fire his stick of birch.

The third one sat in tattered clothes,  
He gave his coat a hitch.  
Why should his log be put to use,  
To warm the idle rich?

The rich man just sat back and thought  
Of the wealth he had in store,  
And how to keep what he had earned,  
From the lazy, shiftless poor.

The black man's face bespoke revenge,  
As the fire passed from sight,  
For all he saw in his stick of wood,  
Was a chance to spite the white.

The last man of this forlorn group,  
Did naught except for gain.  
Giving only to those who gave,  
Was how he played the game.

The logs held tight in death's still hands,  
Was proof of human sin.  
They didn't die from the cold without,  
They died from --- THE COLD WITHIN.



# Questions and Contact Information



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