

Cultural Sensitivity - Systems

Facilitation Guide - 60 minutes

Description

In this module, participants reflect on how we are constantly navigating through informal and formal systems. Our role with these systems is impacted by our identities, biases, and perspectives. In understanding how we as individuals interact within the systems around us, we start to recognize the ways in which systems can affect people negatively and positively, ideally leading us to enacting strategies to affect these systems for positive change.

Learning Objectives

Participants will...

- Identify the similarities and differences between informal and formal systems.
- Be able to recognize the ways in which processes, priorities, power, people, and perspectives impact the function of a system.
- Recognize how their own biases and perspectives influence how they interact with a system in their role as a museum professional.

Materials

Presentation

Pre and Post Assessment

Optional: Virtual Question Parking Lot (i.e. Jamboard)

Facilitator Guide

Welcome and Getting Started (Slides 1-3) - Introduce yourself and your role. Share the purpose of the session and discuss the Learning Objectives. Madlibs - request a “noun” and an “adjective” from the group.

5 Minutes

Tips & Tricks

- Key Ideas to Highlight
 - This is going to be fun! You’ll learn a lot.
 - Most of the exercises are designed to encourage expanded thinking. There are generally no “wrong” answers and everyone should encourage a sense of safety in sharing thoughts and ideas.
- Resources to Share

	○ Jamboard ○ Pre-Assessment ○ Give a few minutes to complete Pre-work for Exercise N
● We will introduce the concepts of and define systems that affect work environments ● Consider roles and how individuals in those influence the dynamics of systems ● Exam biases and explore how to ○ acknowledge your own ○ work with others ● Begin to think about when and how to change systems to be more reflective of the people they affect. <i>Consider – Using a virtual tool like Jamboard to serve as a question parking lot for participants to share questions that come to mind throughout the module.</i>	
Learning Objectives (Slides 4-8) - In this section, we'll cover the 4 objectives to define and consider when interacting with systems. We will begin to define what a system is and what factors play a part in the function (or disfunction) of any given system. 15 Minutes	Tips & Tricks ● Key Ideas to Highlight ● Resources to Share
● Explain the 4 objectives ○ The objectives are framed around systems in which people work in throughout their careers ● Introduce the concept of bias in Systems ● Introduce and define Formal and Informal Systems ○ In the exercise have group list different systems that affect aspects of their life and work. ● Questions to consider throughout the session. ○ These should be used during lecture, discussions and exercises.	
Pre-Work (Slides 9-10) - In this section, we'll briefly discuss the pre-work assignment (if not already done during the	Tips & Tricks ● This exercise gives you a chance to explore your own

introduction.) 0-10 Minutes	internal bias. • The names list
• Briefly explain the assignment and give a few minutes for everyone to complete it if necessary	
<i>Systems: Considerations (Slides 11 - 17)</i> In this section, we'll cover the definitions of bias, the 5 P's and how they play in systems. 15 Minutes	Tips & Tricks • Key Ideas to Highlight • Resources to Share
• Define and discuss implicit and explicit bias. ○ give an example of each ○ ask for examples and outcomes of dealing with bias • Define and discuss the 5 p's (Process, Priorities, Power, People, Perspectives) ○ give examples (either individually or in groups of "P's") ○ ask for examples and outcomes of bias affecting the 5 P's • Discuss how changing the 5 P's and the biases associated can affect systems. • Questions? - Check to see if your audience has any questions about the presentation. If used, refer back to the virtual question parking lot (i.e. Jamboard) to answer any last questions.	
<i>Systems: (Implicit/Explicit) Exercises (Slides 18-22)</i> - We will revisit the pre-work assignment from a different perspective (one P) and using all we've learned, create ad-hoc systems with roles and structure. 20 Minutes	Tips & Tricks • Emphasize the 5 P's to see how each affects the system • Table of Names
• In the "Describe this "thing"" exercise the objective is to explore after the fact the dynamics involved in the process of getting to the	

description. Explore with the whole group, why the descriptions are similar or different. Discuss any conflicts that might have arisen in the group exercises and if/how they were resolved. Discuss how each team experience was for the members, and identify the potential bias or perceived privileges at work.

- Privilege derived from assigned hierarchy
- Privilege from unequal power structure
- Conflicts from unequal power
- Contrast with group with no structure
- Did structure develop?
- Based on what criteria?
- What responsibilities (or additional work) are associated with a position of perceived power?
- Exercise “N”
 - Have the group examine the names they’ve chosen and the reasons/ratings given
 - Reveal the reason the author gave for choosing the names
 - Discuss the differences between the perceived reason and the “real” one
 - Exam how the 5 P’s played into the original name choice
 - How the difference in time (if applicable) might have affect the reason (from both sides)
 - Introduce the concept of how the systems can be changed to incorporate future perceptions in decision making.

Systems: Wrapping up (Slides 23-24) - In this section we will wrap up by revisiting bias slides and things to consider going forward with Museum data.

Thank You!

5 Minutes

Tips & Tricks

-
- Resources to Share
 - Post Assessment