

## **EXCLUSIVE AND INCLUSIVE BEHAVIORS ANSWERS**

1. Insider Behavior – Colluding, going along with a cultural stereotype. Also this person is unaware of the significance of diversity, how being part of a “minority” group leaves one vulnerable to being singled out and objectified.
2. Insider Behavior – The supervisor is being patronizing. The cashiers are at risk because they are not having a chance to learn from their mistakes and successes. They aren’t receiving repeated, consistent practice.
3. Outsider Behavior – The man is avoiding contact and contributing to his isolation and lack of opportunity.
4. This staff person is Taking Responsibility. She isn’t making excuses for herself. Her unconscious behavior has become conscious; now she can change it.
5. Insider Behavior – Colluding by not taking a stand.
6. Insider Behavior – Denying the significance of our different histories.
7. Insider Behavior – denying the significance of income levels. Outsider Behavior – The people with the lower incomes are denying their own cultural differences.
8. Valuing differences.
9. Insider Behavior – This person is denying the value of the differences young people can bring to the library and isn’t recognizing the new definitions of commitment young people bring to the workplace such as loyalty to projects and individual managers.
10. Insider Behavior – Denying the significance of diversity i.e. her privileged status that gives her assumptions of “less than” about people of color.
11. Outsider Behavior – This individual is over-generalizing and blaming the organization. He is also being attacking.
12. Insider Behavior – Colluding and going along with your own ignorance, thinking you have to be in the know and missing the opportunity to learn.
13. Taking a Stand.

14. Insider Behavior – This man takes for granted all the resources and support systems in place for him and is denying the different context of struggle in which some traditional Outsider groups live their lives.
15. Insider Behavior – The group is denying or unaware of the significance of diversity i.e. their privileged status that causes them to judge oral cultures as less intelligent and defines “progress” in Western terms as if Western “progress” were a universal value. The group’s comments also show ignorance of the “First” World’s involvement in creating “Third” World’s poverty. Outsider Behavior – The man from Central America acted defensively and did not take the opportunity to share the values of his culture. Perhaps, he would have had to leave to compose himself or get some other support from his own group or ask an ally to deal with the insensitivity. But, eventually, could he come to some peace within himself so that he doesn’t have to think of those who are ignorant as the “enemy”?
16. Valuing Differences and Making Mutual Contact.
17. Insider Behavior – You are colluding by going along with a cultural stereotype. Stereotypes negatively affect everyone – those within and those who are not part of the group. Everyone has the right and the responsibility to speak up.
18. Insider Behavior – This leader is not aware of his privilege that he is able to “flaunt” his heterosexuality all the time by displaying photos of his family, including them in his conversations, expressing affection toward his wife in public and so on. He thinks he’s being open but he is setting up an “us against them” atmosphere.
19. Outsider Behavior – The man is attacking and defensively treating his visiting country as “less than.”
20. Seeking feedback.
21. Insider Behavior – Denying privilege i.e. your position of power that allows you to view others as “exotic.” You wear clothes or traditional dress, but others wear “costumes.” You are treating the ethnic performers as objects or “others.”
22. Insider Behavior – you are unaware of your advantage. You don’t have to listen continually to slurs about your group. Your privileged status is keeping you ignorant of the devastating effect your “true confessions” can have on those from traditional Outsider groups. By confessing to your colleague you are treating him or her as an abstract “other” and as a representative for his/her entire group. In is understandable that you might feel self-conscious around groups with which you have had little contact, but while self-awareness of your prejudices is a good first step, “true confessions” are rarely necessary or welcome.

23. Insider Behavior – The older co-worker is blaming the individual for what may be a systemic problem in the organization.
24. Insider Behavior – You are unaware of your advantage. You don't have to listen continually to slurs about your group. Your privileged status is keeping you ignorant of the devastating effect your tirade -albeit about someone else - can inflict.
25. Insider Behavior – This able-bodied man is denying privilege. He does not see how he has been getting “special treatment” all along. The world is already set up for him.
26. Outsider Behavior – The group is colluding together to leave themselves on the outside and creating an “us against them” climate.
27. Insider Behavior – You're being patronizing and inadvertently demeaning. You imply that it's a compliment to call someone “white” and that there is something wrong with being Mid-Eastern. You are also denying the significance of diversity, separating this person from their group that is a source of support and pride.
28. Outsider Behavior – The man is blaming the organization and not taking responsibility for meeting his own needs.
29. Taking a Stand.
30. Giving Feedback.