

Increasing Diversity, Equity, and Inclusion During Service Work

Shift the Goals/Outcomes of Service Work to Further Equity

1. Identify a service committee goal/objective or change in process that would further DEI
 - a. Identify short- and long-term goals/objectives
Examples:
 1. If you are on a committee (admissions, grant review) that selects a candidate, revise the criteria to consider diversity of applicants (short-term goal)
 2. Increase the diversity of admissions or awards applicants (long-term goal)
2. Start tracking DEI metrics related to admissions, awards, and grant reviews
 - a. Consider a historical audit that might illuminate biases or inequities in past work of the committee. Ask for departmental support.

Enhance meeting facilitation and participation to welcome diverse perspectives/voices

1. Consider an icebreaker at the start of meetings to foster inclusion
 - a. The ice-breaker could be a “check-in” so that participants can share how they are feeling or what is on their mind.
 - b. Consider use of the chat function for meetings conducted virtually with a large group. This models that you want to hear from everyone in the meeting.
2. Structure meetings so everyone has an opportunity to speak
 - a. Consider including feedback as a standing committee item on the meeting agenda
 - b. Schedule round robin feedback from each person on the committee
 - c. Provide opportunities for anonymous feedback. Use anonymous polls for sensitive questions.
3. Attend to who is talking a lot in the meeting and who is not talking
 - a. Be ready to speak up if you feel like some voices are being heard more than others by asking “could we allow for anonymous chat” or “let’s hear from those of you who have not yet shared your thoughts”
 - b. Alter usual participation by either “stepping back” or “stepping up”
4. Take time to uplift the work of others who are students, early career faculty, or represent a different perspective
 - a. Explicitly recognize and give credit and gratitude to staff who do the behind-the-scenes work
 - b. Make it easier for staff who are managing up
5. Consider how your own background and experiences may impact your views and actions

Increase Understanding of Implicit Bias in Service Work

1. Obtain and complete DEI-related training (e.g., how to remove bias from application review)
2. Read recommended non-fiction and fiction books with DEI-related message

Assess Characteristics of Meeting Participants

1. Thinking about decisions that will be made by the committee, attend to who is in the room and who is missing
 - a. Determine whether you need additional information or input to ensure DEI influences committee decision-making.
 - b. Identify from whom and how to collect additional input (e.g., review reports, send request for input from a specific audience).