

DIVERSITY & INCLUSION: TRAINING YOUR VOLUNTEERS

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1. NAME
2. ORGANIZATION/EVENT
3. ANY CONCERNS TO ADDRESS

Agenda

1. Diversity and Inclusion for Organizations
2. Volunteer Training
3. Damage Control

Volunteers need to feel **welcomed**, **informed** and **trained** for whatever might happen.

wel·come

/'welkəm/

verb: To **gladly receive** volunteers and patrons

in·form

/in'fôrm/

verb: To **provide volunteers with knowledge** of your organization, events, and approach.

train

/trān/

verb: To teach volunteers how to inclusively engage with patrons **through practice and instruction over a period of time.**

The Organization

Explain what your charity does and its history.

How did it come to be and how has it evolved?

How has it addressed ***diversity*** over the last five to ten years?

Has it developed specific, ***inclusive practices*** over the last five to ten years?



Diversity

The **range of human differences**, including but not limited to the following:

- Ability
- Age
- Body
- Creed
- Culture
- Gender
- Indigenous Peoples
- Language
- Race
- Religion
- Sexual Orientation
- Socioeconomic Status



Inclusion

Creating a place where all people are welcome and encouraged to participate fully and contribute, where they are respected and valued for their ideas and opinions. **Inclusion is more than a representation of diversity.**



The Organization

Who does your organization currently serve?

Who is it ACTUALLY serving (and not serving)?

Who's missing and what do you do about it?

How prepared is your organization if something does happen with your staff or volunteers?



Diverse Boards and Volunteers

The best way to train well on diversity is to have a diverse group of people at the discussion and planning table. The more variation of age, ability, gender, race, class, etc. on your board the more vibrant your planning and training will be.



Recruiting

Building a new framework of volunteers and board members will take time, will, and a real desire to improve your organization long-term. It will involve awkward honesty and a depth of humility.



Training Model

- You cannot accomplish everything in one day
- What will your volunteer events accomplish over time?
- How can you provide on-going improvement/value for volunteers as it relates to diversity and inclusion training?
- Who will you bring in as a speaker?

Training Day Tips

- Training should model what their primary interaction will be like...Duplicate what the event will look like and what you expect of them on the day they will work
- It's not about cramming everything in one day...How can you build an on-going library of knowledge and experience?



Training Tips

- Training should always address how to handle an emergency AND what to do when something unexpected happens...
- The best way to do this is through SCENARIOS



Training Day Scenarios

- Warm up activity, warm audience, know each other
- Small groups 3-5 maximum
- Look at the scenarios with different time restraints – a few months to resolve vs. a few weeks and days
- Also consider how the issue would have been resolved 20 years ago, vs. today



Scenario Sample > > > > > > >

After booking one of your presenters, you discover that they will be arriving in a wheelchair. Your only stage is up a flight of stairs and getting a ramp for the stage will cost an additional \$3,000.

- Look at the scenarios with different time restraints – a few months to resolve vs. a few weeks and days
- Consider scenarios involving ableism, racism, transphobia, etc.
- What conversations are more urgent for your particular work? Find real life examples and make them applicable.



CLEARING A PATH
FOR PEOPLE WITH SPECIAL NEEDS
CLEARS THE PATH FOR EVERYONE!

Train your team and
your volunteers to think
differently -- it benefits
everyone.

Damage Control

1. Act swiftly and with careful urgency – get the board involved ASAP
2. Listen *carefully to the person who's been hurt* - don't listen to rebut or defend, listen to listen (ignore defensive personal evals, ie. "she's rude")
3. Listen as though you don't know or understand because it's likely you don't – **Damage control can only be effective if you care about the person who's been hurt**
4. Consider who has been hurt and what historically they have experienced as a community in this country, in your region
5. Consider all the options and the ramifications – public vs. private response
6. Apologize sincerely and take action, consider how you will defend the most vulnerable against the most powerful – may be an on-going act, particularly on social media

“I apologize to those who were offended.” - NO

- places wrongdoing on the part of those who were hurt
- implies some were not offended, when the offense is likely a repeated systemic one that should offend all of us.

“I apologize for contributing to a system of behavior that is harmful and unacceptable.”

“We are saddened by the hurt this has caused.”

“We apologize sincerely. We need and we will do better.”



ANY QUESTIONS??



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