

Communication

Micro-inequities and Micro-affirmations

Kelly Zamboni

- I. Micro-inequities
- II. Interpersonal Communication
- III. Micro-affirmations
- IV. Quantify their Impact
- V. Ideal State

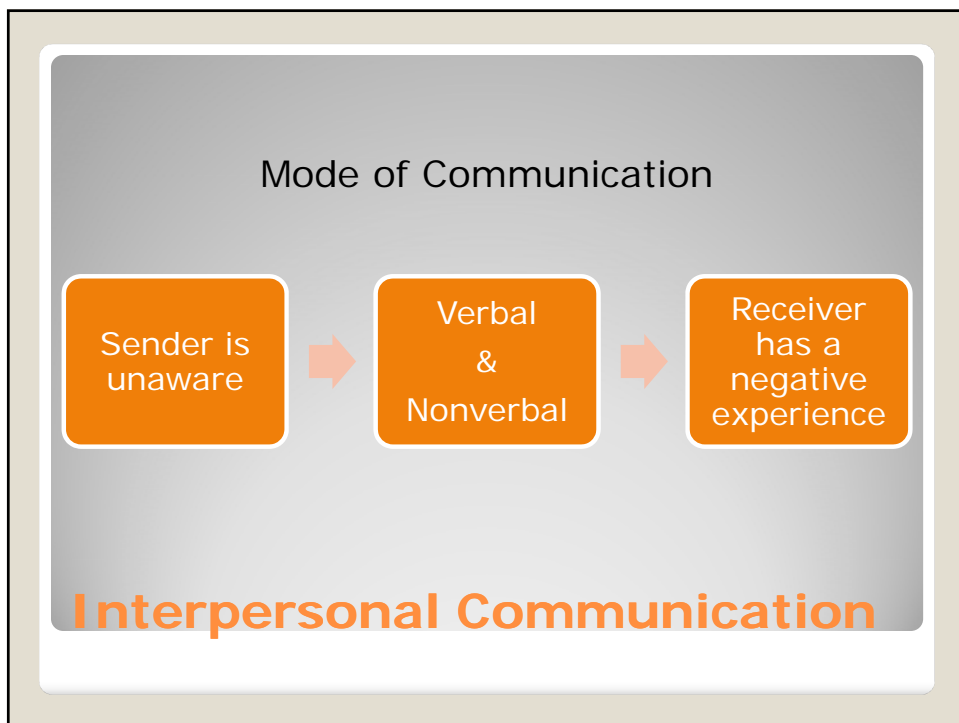
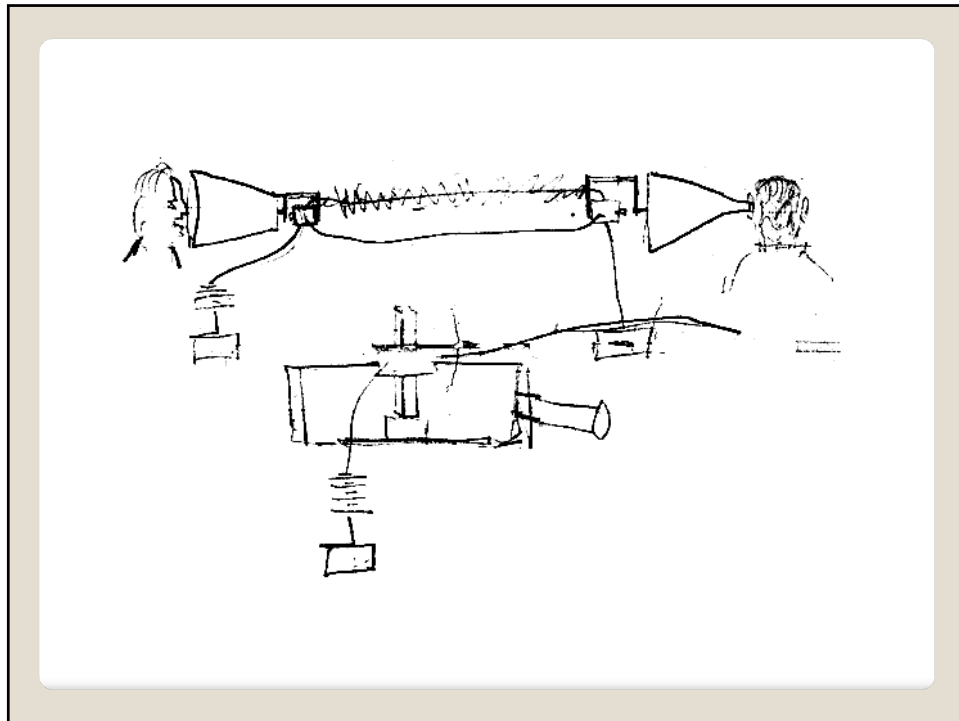
Objectives

"An instance of injustice or unfairness."

in·eq·ui·ty

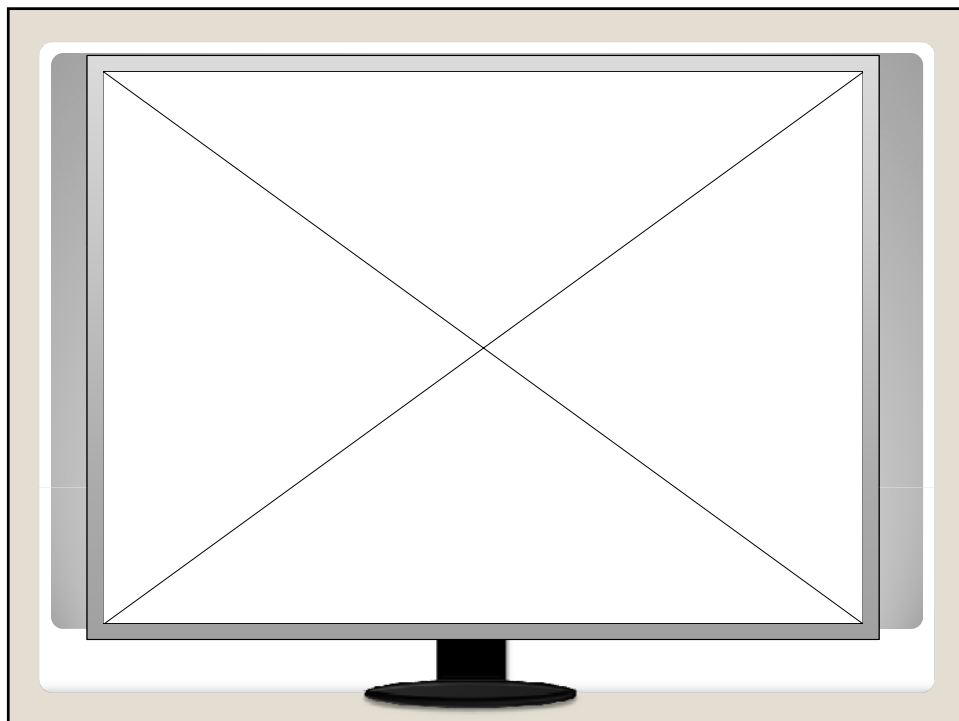
"A micro-inequity is defined as a subtle message, sometimes subconscious, that devalues, discourages and ultimately impairs performance...These messages can take the shape of looks, gestures or even tones."

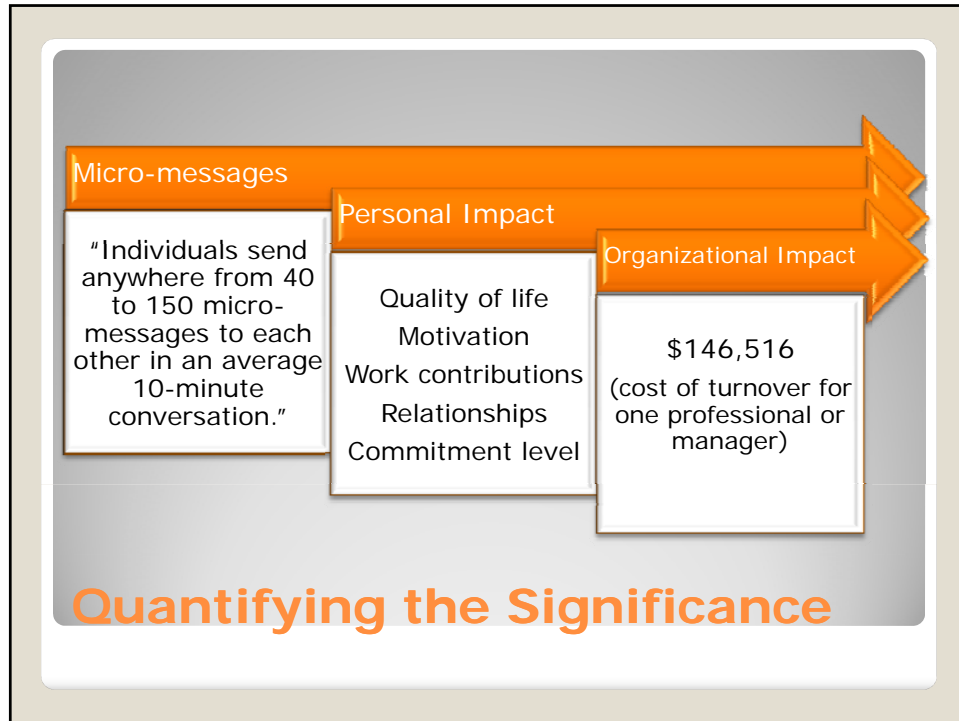
Micro-inequities



- I. Using your mobile phone while in the middle of a conversation.
- II. Finding fault in someone's idea before they are given an opportunity to explain.
- III. Typing on your computer while someone is talking directly to you.
- IV. Interrupting someone's conversation by injecting your thoughts.
- V. Sighs, rolling eyes and unwarranted gestures.
- VI. Tone of your voice during a conversation.

Micro-inequities in action





"Apparently small acts, which are often ephemeral and hard-to-see, events that are public and private, often unconscious but very effective, which occur wherever people wish to help others to succeed."

Micro-affirmations

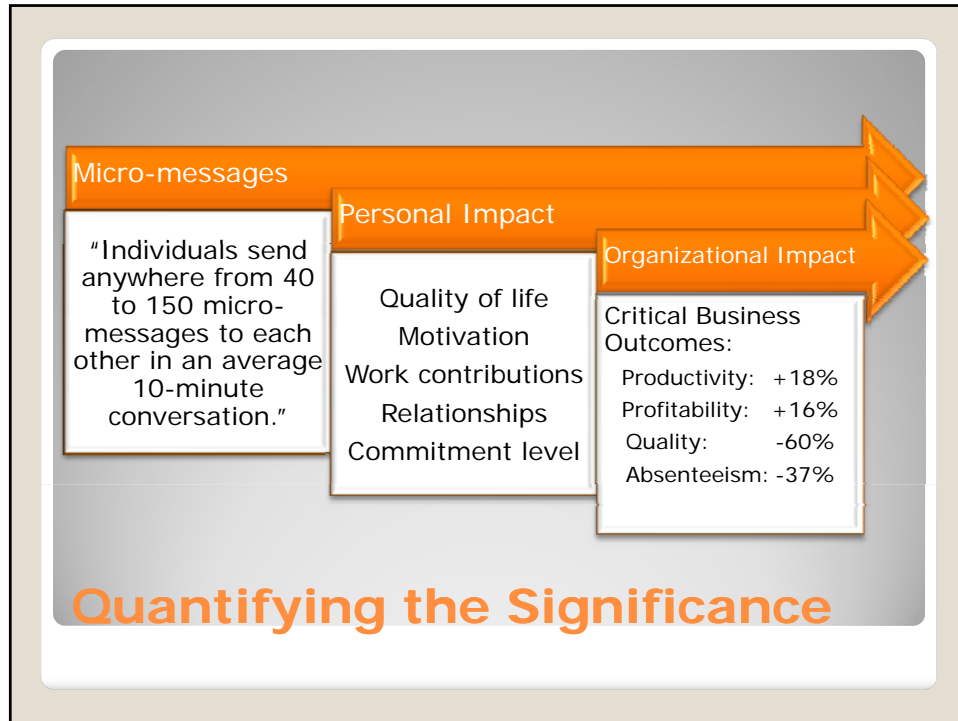
- I. When necessary positive affirmation can improve a person's work and life experiences.
- II. When we affirm others the recipients are more likely to model those behaviors.
- III. Affirming others allows us to reduce the use of unconscious micro-inequities.

How does this work?

Mode of Communication



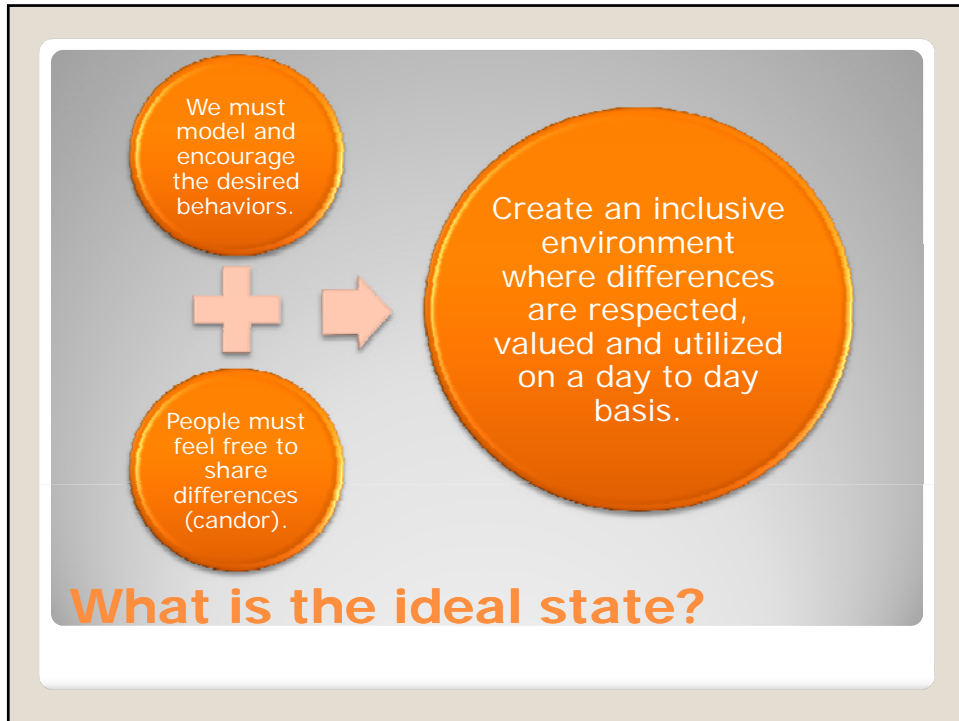
Interpersonal Communication



The Cubical take two!

Brian and Kelly's interpersonal communication skills need some improvement. How could they have approached the situation differently to reach a more productive outcome?

Skills Practice



In conclusion...

Works Cited

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