

## **Intercultural Speakers Bureau (ICSB): Calls to Action for Santa Clara Cities Association May 2021**

### **Personal**

- Undo your own biases
  - Recognize that every human being has biases towards others
  - Challenge your instinctive thoughts and assumptions
  - Take initiative to overcome the biases you may not know you have
  - Be open to continuous learning
- Exercise humility and be open to critical feedback, especially if it challenges your assumptions
  - Listen intently
  - Apologize if needed
  - Avoid making excuses
  - Hold yourself accountable to an even higher standard than you already have
- Be an Upstander (not a bystander):
  - Acknowledge bias when you see it
  - Speak up when you hear or witness bigotry
  - Don't allow the critique that you are being overly sensitive prevent you from continuing to provide feedback
  - Practice providing feedback to those who need it
    - Tailor it to the person you are speaking to, keeping in mind their different backgrounds and identities
    - Allow people time to process what you've shared
- Check in with colleagues who are experiencing bullying or bigotry, whether they are experiencing it directly or indirectly (Directly: bigotry towards themselves as an individual from another individual or system. Indirectly: members of their community experiencing bigotry or violence, which is traumatic to them by extension)
  - Ask if they need support and in what form; be careful not to make assumptions
- Intentionally engage with people who are different from yourself
  - Check the cultural calendars of different ethnic and religious groups for their holidays or significant days. Look for public events and attend as many as you can
  - Initiate contact if you don't already have friends from different groups
- Join community spaces to personally heal from the impact of bigotry if needed
- Volunteer for community organizations that counter bigotry
- Continue educating yourself about these topics
  - Refer to [\*Intercultural Speakers Bureau \(ICSB\): Further Reading and Resources\*](#) handout we provide

### **Institutional – Internal to Organization**

- Promote cultural diversity education in your facility about the groups in your community
- Continue conversations about the roots of racism in America on various ethnic and religious groups, and the impact it's had on these groups. Learn the specific history and impact of racism in your area
- Start affinity groups in your city government offices, modeled after corporate diversity initiatives
- Initiate offices of racial and religious equity in your city government if they don't already exist. For example: The City of San Jose's Office of Racial Equity
  - Create a community calendar of racial and religious holidays and commemorations
  - Provide incentives for employees to attend these events
  - Initiate cultural competency certification in your department through attending events, training, club memberships, etc.
- Utilize tools from [GARE \(Government Alliance on Race & Equity\)](#) specific to Government:
  - Hiring for advancing racial equity – an opportunity to operationalize equity
  - Contracting for Equity: advance racial equity in government contracting and procurement

### **Institutional – External to Organization**

- Identify policies that have led to inequities (such as in housing, hiring, community outreach, policing, environment, transportation, etc), and redress the policies
- Seek out ways to dismantle institutional racism by partnering with community groups who can help inform you on how racism impacts them
- Allot funding for murals, statues, or other art projects to commemorate the history of historically marginalized communities
- Create a county or city-wide advisory committee of community members that can advise on the effects of pending legislation
  - Stay informed on potentially oppressive laws and policies. For example: The City of Santa Clara's Hate Crimes Task Force
- Keep abreast of current events that are affecting communities in your area; check in with communities experiencing bigotry
- Review and update your city's values to reflect an inclusive culture and community that is sensitive to its most marginalized members, and promote those values publicly
- Respond quickly and publicly to hate crimes or biased incidents in your city
- Publicly denounce bigotry or injustice that occurs locally, nationally, or internationally, in your public communications (including in social media posts)
  - Many people in the Bay Area have family members living all over the world, and may be experiencing the impact of their experiences