

# Leadership: Diversity, Equity, Inclusion, & Identifying Bias



# Our Namesake & History



A decorative graphic in the bottom-left corner of the slide. It features a large, solid orange triangle pointing towards the top-right. Overlapping the bottom-left edge of this orange triangle is a smaller, more complex geometric pattern composed of many small triangles in various colors, including shades of green, brown, red, blue, and black, creating a mosaic-like effect.

# Transformative thinking for a just world

# CVC Core Values

- **Scholarship-Driven**
- **Welcoming**
- **Innovative**
- **Fun**

*Every decision, strategic plan, presentation, partnership, hire, and program plan must be calibrated with these four core values. It's what makes us who we are.*



# CVC Bottom Lines

- Transformative Programming
- **Great Service**
- Sound Finance

*For the Cassandra Voss Center to be successful, these “bottom lines” need to be met every single day.*



# Giving Great Service





Frontline employees rarely  
give greater service than  
the service that they receive  
from their supervisor.

- Ari Weinzweig

• **Co-Founder, Zingerman's Deli (Ann Arbor, MI)**

*Providing great service (to yourself, your team, and to your guests) is  
the basis of how we define leadership at the Cassandra Voss Center.*



# Great Service & DEIB

- It's hard to give great service if you do not feel that you belong.
- You can't give great service if your colleagues do not feel heard and respected.

*It is difficult to provide great service if you do not feel that your experience, word, and perspective is trusted and respected.*





# Responsibility



To build an inclusive and welcoming work environment, what percent of the responsibility falls on Senior Diversity Officers?

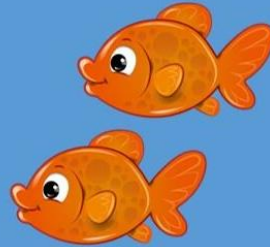
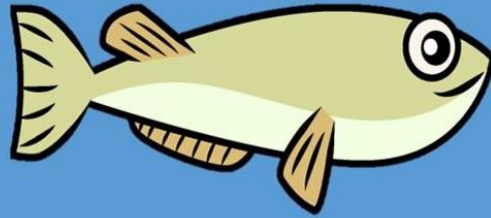


# Having a Teachable Spirit

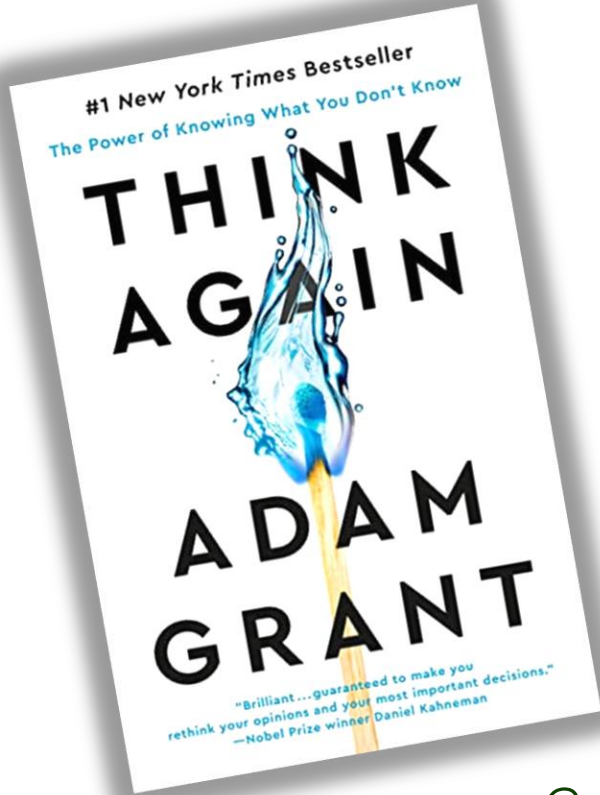


*We have to learn to see things from other people's perspectives...*

**"Morning, boys.  
How's the water?"**



**"What the hell is water?"**



“Learning requires the humility to realize that one has something to learn.”

- Adam Grant

*Think Again: The Power of Knowing What You Don't Know*

*Our knowledge has depreciating value.*



# *Think Again*

"This book is an invitation to let go of knowledge and opinions that are no longer serving you well, and to anchor your sense of self in flexibility rather than consistency. If you can master the art of rethinking, I believe you'll be better positioned for success at work and happiness and life. Thinking again can help you generate new solutions to old problems and revisit old solutions to new problems."

– Adam Grant

*Think Again: The Power of Knowing What You Don't Know*



# *What We Believe...*

## We Believe:

We learn from people we trust. Trust is an essential ingredient in any transformative environment. Think about your favorite teachers or mentors that you have had throughout your life—would you think of them fondly, and be moved by what you learned from them if you did not trust them? If we are not working on developing trust with others, we are not creating fertile ground for transformative learning.

## We Believe:

Developing trust occurs through dialogue, not debate. In debate there are winners and losers, and is a mode of communication where we're conditioned to listen with the intent to counter other people's comments and perspectives and avoid engaging with our feelings. Dialogue is about building relationships, broadening our perspective, and listening with the intent to understand. To be clear, dialogue is not about "being nice" or avoiding conflict—but a communication rooted in the shared pursuit of understanding.



# Thank you!







Let's stay connected!

[snc.edu/cvc](https://snc.edu/cvc)

