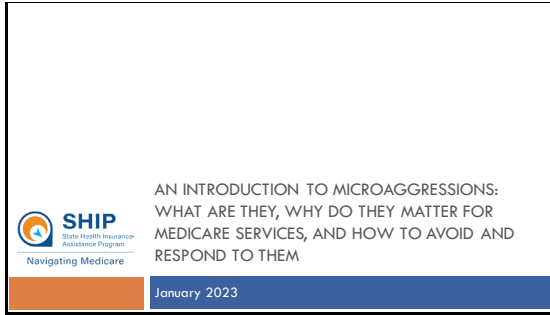
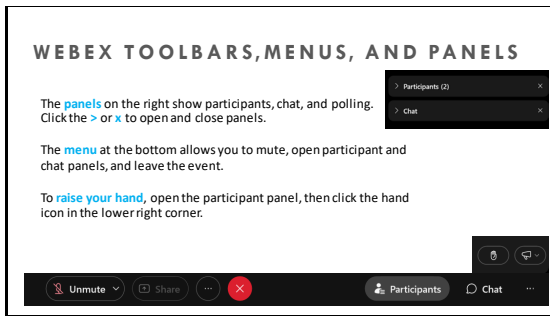


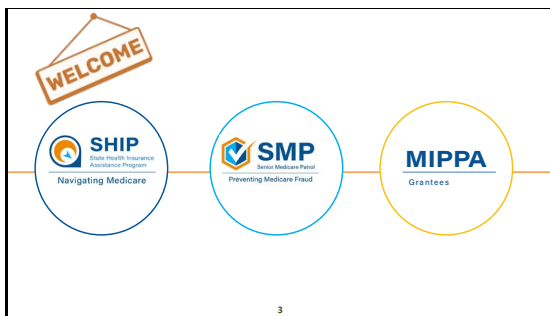
Slide 1



Slide 2




Slide 3



Slide 4

Today's presenter




**Dr. Brea M. Banks**  
Assistant Professor of  
Psychology Illinois State  
University

Slide 5

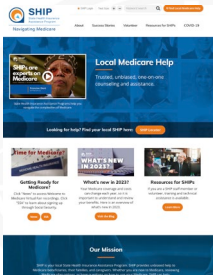
Session

- Comfort with silence
- Be mindful about how much you're sharing
- Active engagement is most productive
- Folks are in different spaces



Department of Psychology | BlackHawk Education


Slide 6



SHIP  
State Health Insurance Assistance Program

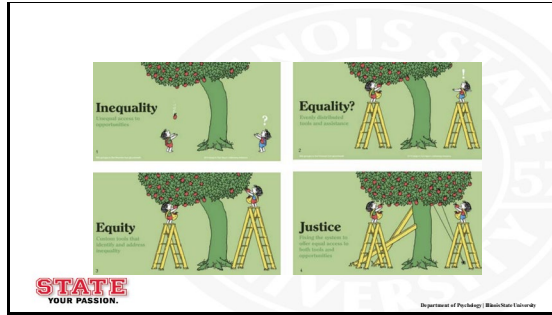
Local Medicare Help  
Helping you understand Medicare, Medicaid, and other programs.

Getting Ready for Medicare  
What's New in 2023  
Resources for SHIP

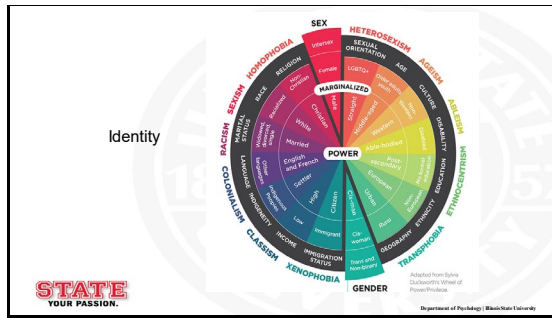


Department of Psychology | BlackHawk Education

Slide 7



Slide 8



Slide 9


**Microaggression:**

- Verbal, behavioral, or environmental slights
- Subtle
- Often automatic and unintentional
- Occur daily
- Communicate hostile attitudes towards individuals holding marginalized identities
- Often based on stereotypes

STATE YOUR PASSION. Department of Psychology | Black-Haven University

## Slide 10

Microaggression:



- Anxiety
- Depression
- Sleep difficulties
- Diminished self-esteem
- Depletion of cognitive resources
- Withdrawal
- Negative perceptions of climate

**STATE**  
YOUR PASSION.

Department of Psychology | Black/Hispanic University

## Slide 11

EXAMPLES:

- She's pretty for a Black girl.
- Gay man: I like your dress. Woman: Thanks! That means so much coming from someone like you!
- I love your hair! It's so fun. I wish I could wear mine like that.
- White man to Asian woman: dangles keys to his Porsche and says "so I hear you are single?"
- Wait, you're a lesbian? But you're so feminine!
- Can you teach me how to salsa?
- Muslim man: When I say my name people assume that I don't hang out with girls or enjoy going to parties.
- My mom doesn't let me wear hoop earrings because they make me look Mexican.

**STATE**  
YOUR PASSION.

Department of Psychology | Black/Hispanic University

## Slide 12

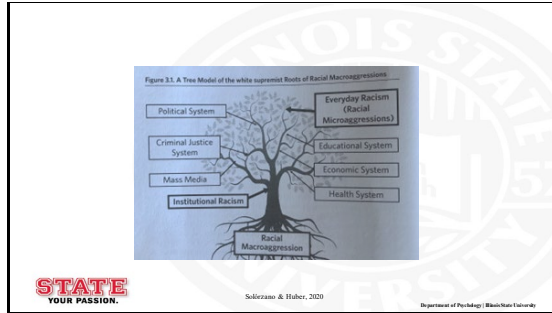
Microaggressions in Healthcare

- Native American patients (Walls et al., 2015)
  - Avoid addressing cultural issues
  - Denied having cultural bias
  - Held stereotypes about my cultural group
  - Minimized the importance of my culture
- Trans patients (Khan, 2018)
  - "Real" name or "preferred" pronouns
  - "Regular"/"Normal" = hetero or cis
  - Excessive curiosity
  - Inappropriate focus on gender or sex
  - Use of cisnormative assumptions (e.g., binary)

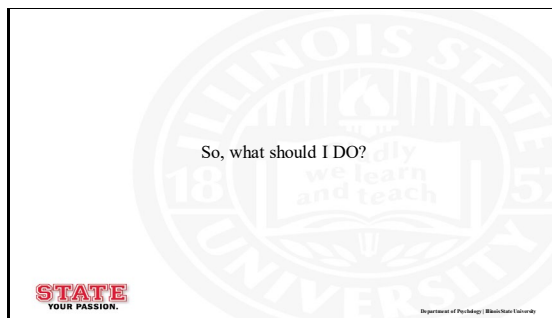
**STATE**  
YOUR PASSION.

Department of Psychology | Black/Hispanic University

## Slide 13



## Slide 14



## Slide 15

I observe a microaggression:

- Read the situation and allow voices of marginalized people to lead the conversation.
- Be ready with scripted language.
  - "Who are you referring to when you say that?"
  - "What do you mean?"
  - "I interpreted your comment this way \_\_\_\_ . Is that how you intended it?"
  - "I can't be sure what others might think, but that joke/comment made me feel \_\_\_\_."
- Check in with the receiver and offer support.
- Initiate further conversation with the perpetrator afterwards.

STATE  
YOUR PASSION.

Department of Psychology | Black/Hispanic Faculty

## Slide 16

Avoiding microaggressions

- Ongoing reflection about your identities, upbringing, and biases
- **Read** AND intentionally choose media exposure
- Engage in conversation with folks on similar journeys
- Deficit thinking: individual & cultural

**STATE**  
YOUR PASSION.

Department of Psychology | Illinois State University

## Slide 17

I was microaggressive ...

- And someone told me about it:
  - Recognize that dismissive attitudes are harmful and that it may have been difficult to share the feedback.
  - Manage any automatic defensive responses (e.g., “that’s not how I meant it”) → Intent vs. Impact
  - Don’t expect them to educate you, especially if you microaggressed against them. Go read if you’re confused.
  - Apologize!
- And I realized it in the moment or later on:
  - Offer yourself compassion, it happens.
  - Seek the person you microaggressed against and apologize.
  - Reflect on what you’ll do differently to lessen the likelihood of reoccurrence.

**STATE**  
YOUR PASSION.

Department of Psychology | Illinois State University

## Slide 18

Thank you!

Brea M. Banks  
Assistant Professor | Licensed Psychologist  
Department of Psychology  
Illinois State University  
[bmbanks@ilstu.edu](mailto:bmbanks@ilstu.edu)  
[@DocBanks4](https://twitter.com/DocBanks4)

**STATE**  
YOUR PASSION.

Department of Psychology | Illinois State University

Slide 19

### Webinar Resources in the Libraries

<b>SHIPs</b> SHIP Login <ul style="list-style-type: none"><li>Step 1: Login at <a href="http://www.shiphelp.org">www.shiphelp.org</a> (orange SHIP Login padlock)</li><li>Step 2: Visit Resource Library</li><li>Step 3: Search for keyword "biased"</li></ul>	<b>SMPs</b> SMP Login <ul style="list-style-type: none"><li>Step 1: Login at <a href="http://www.smpresource.org">www.smpresource.org</a> (blue SMP Login padlock)</li><li>Step 2: Search for keywords "biased"</li></ul>
--	---

MIPPA grantees: Resources will be emailed to NCOA's MIPPA listserv.

19

Slide 20

### Related Resources

Today's PowerPoint (editable pdf)	Today's recording Within one business day	Check Your Blind Spot Symposium
Counselor Companion Guide (Also at <a href="http://www.shiphelp.org/covid-19/toolkit">www.shiphelp.org/covid-19/toolkit</a> )	ACL OHIC Cultural Competency Resource Guide	Using Soft Skills to Enhance Medicare Counseling (webinar)

Slide 21

21 Questions?