



Cultural Responsiveness

Focusing on Impact,
Not Intentions

IPE Continuing Education
January 18 and 20, 2018

Polaris, 1987
Martin Wong
Acrylic on canvas

Why here, why now?

Feedback from groups and individual visitors:

- Visitors of color are followed and watched more than others.
- Visitors have been asked “Where are you really from?” by a guide or docent.
- Visitors tell us they feel intimidated by unwritten rules for behavior at a museum.
- Visitors don’t see themselves reflected in the galleries, and wonder if they belong here.

From a H.S. student: "The overall feeling of the museum came off as more of an upper class event. I felt out of place."

Why here, why now?

Museums have colonial histories.

Many museums have histories connected to slavery.

As a field, museums are addressing diversity and inclusion more directly than most have in the past.



Why here, why now?

Mia is moving towards more inclusivity behind-the-scenes and in the galleries.

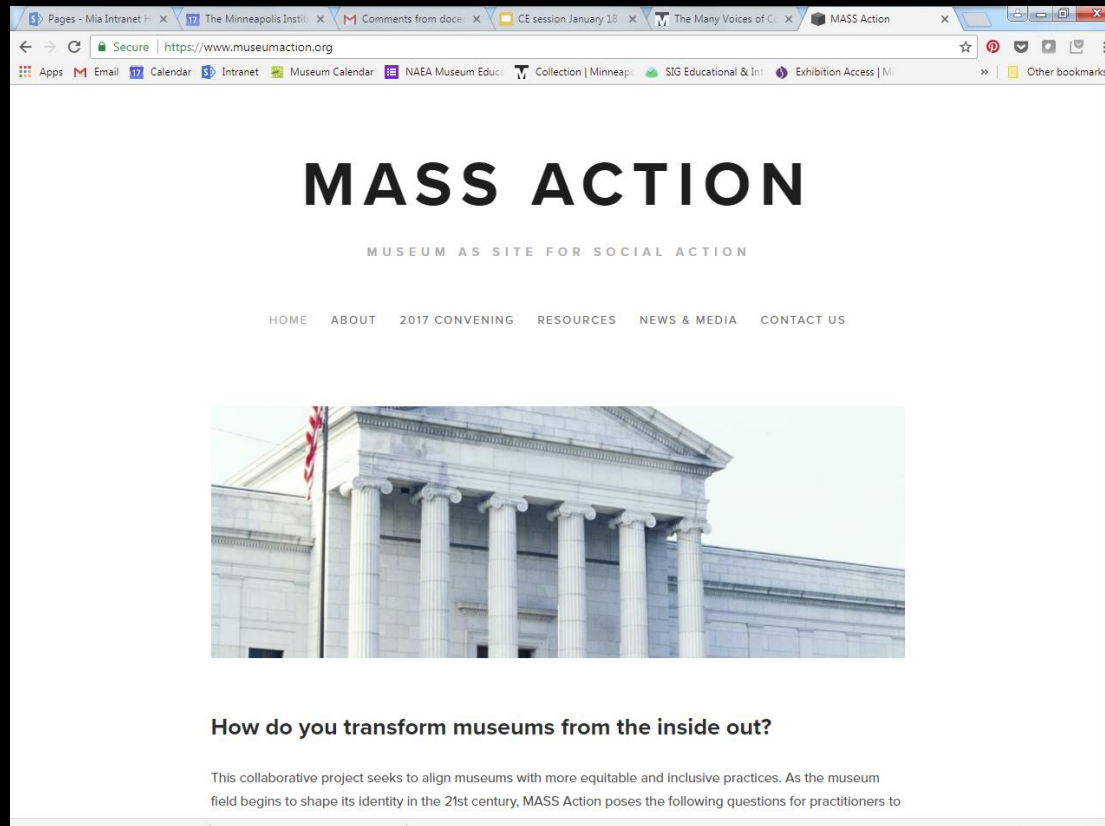
We want to create spaces where more people feel welcome.

Part of this work involves cultural responsiveness training for staff and volunteers as well as some important initiatives:

MASS Action

Living Rooms Project

MASS Action Museum as Site for Social Action museumaction.org



The screenshot shows a web browser window with the URL <https://www.museumaction.org>. The page features a large, bold title "MASS ACTION" centered at the top, with the subtitle "MUSEUM AS SITE FOR SOCIAL ACTION" below it. A navigation menu includes links for HOME, ABOUT, 2017 CONVENING, RESOURCES, NEWS & MEDIA, and CONTACT US. Below the menu is a photograph of a classical building with a portico supported by several columns. Underneath the image, the text reads: "How do you transform museums from the inside out?" followed by a paragraph: "This collaborative project seeks to align museums with more equitable and inclusive practices. As the museum field begins to shape its identity in the 21st century, MASS Action poses the following questions for practitioners to

MASS Action Resources (on the website)

Toolkit

This comprehensive guide outlines the theory and tools for practice towards creating greater equity within the museum field.

Download the toolkit [here](#).

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Blogs/chats to follow:

[Bringing Self Examination to the Center of Social Justice Work in Museums](#)

[#MuseumsRespondtoFerguson](#)

[#MuseumWorkersSpeak](#)

[The Dreamspace Project](#)

[Museum 2.0](#)

Additional resources & projects to follow:

[The Empathetic Museum Maturity Model](#)

[Incluseum](#)

[Museum Hue](#)

[Museums and Race Reading list](#)

[Social Justice and Museums Resource List](#)

[Crosslines: A Culture Lab on Intersectionality](#)



Living Rooms Project



Why here, why now?

An hour or even a few minutes is plenty
of time to have an impact.



Growth Mindset: Connecting to your Tour/Art Cart facilitation



A growth mindset isn't just about effort....
[People] need to try new strategies and seek input
from others when they're stuck. They need this
repertoire of approaches—not just sheer effort—
to learn and improve.



Questions?



Small group discussion: 10 minutes

Form small groups of 3 to 5 people to discuss the question:

- What are the inequities or gaps at Mia that you see? Think about Mia broadly (staff, volunteers, exhibitions, programs) and also specifically (visitors on tours or visiting individually).

Record responses on a sheet of paper.

How do I apply this?



Tours past and present




Tour Openings:


Where are you from?

impact, not intention

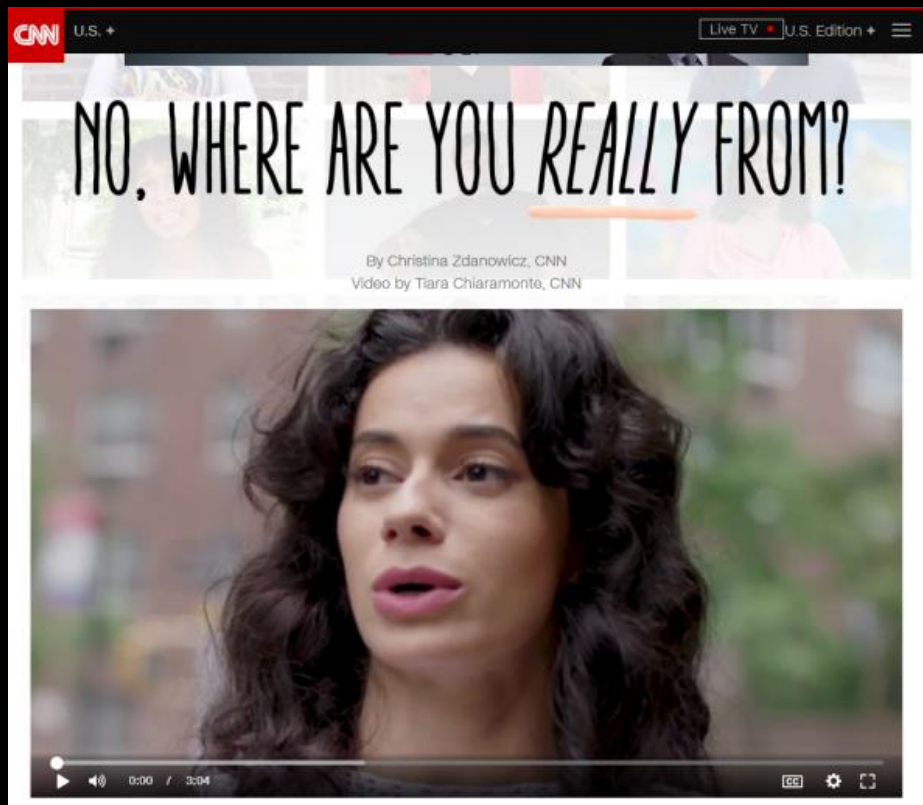
Serena Elavia I know when people ask me that, they don't care where in America I'm from. People feel awkward asking straight up what your ethnicity is b/c they always phrase it "what are you" ...like a martian or something

Unlike · Reply ·  1 · Yesterday at 12:39pm

Lauren Davis It's a proxy for other questions (e.g. Where is your accent from; what is your ethnicity/heritage; did you ever live anywhere interesting) that I don't think is usually mal-intentioned, but frequently poorly wielded and an awkward way into conversations with a person you don't know well, like all small talk.

Unlike · Reply ·  4 · October 21 at 12:50pm · Edited

<https://www.citylab.com/life/2015/10/what-youre-really-asking-when-you-ask-where-are-you-from/411688/>



“It’s a small question that gets asked every day. The question can be off-putting to some people and there’s a reason why: It’s personal. It can make people on the receiving end feel like they really don’t belong. It can be a harmless ask, but it often depends on the context and who’s asking.”

<http://www.cnn.com/videos/us/2017/08/24/where-are-you-really-from-orig-tc-cz.cnn>

<https://www.youtube.com/watch?v=igWYMo4z2OQ>

What are your goals at the beginning of a tour?

“The next time you want to inquire about someone’s race, ethnicity or national origin, ask yourself why. If the answer is just for curiosity or as a conversation starter, think about something else you can ask about.”

(We’ll see a small portion of the collection today. I hope you’ll leave wanting to come back and see more.)

What are some other questions to ask when starting a tour?

Some ideas...

What are some other questions to ask when starting a tour?

Have you been here before? (A special welcome to any first-time visitors.)

What brings you to the museum today?

Is anyone visiting from out of town? Where are you visiting from?

Is there anything in particular you wanted to see today?

“Boys and Girls”

What’s the matter with a binary?

“Difficult” Names (Kara ZumBahlen)

Why are names so important?

A name is more than just a name:

- It’s one of the first things children recognize.
- It’s one of the first words they learn to say.
- It’s how the world identifies them.

“Difficult” Names

When people come across Michelle-Thuy Ngoc Duong’s name, they often see a stumbling block bound to trip up their tongues. [She] sees a bridge, ...a bridge connecting the U.S.-born teen to Vietnamese culture, a bridge to understanding.

“My name is where I come from...It’s a reminder of hope.”



PBS NEWS HOUR Menu Full Episodes Podcasts Subscribe Live

Left: For many minority, immigrant and English-language learning students, a mispronounced name can be the first of many slights they experience in the classroom.

Go Deeper

- editors' picks
- education
- esl
- immigration
- k-12
- race and ethnicity
- race matters
- teacher training

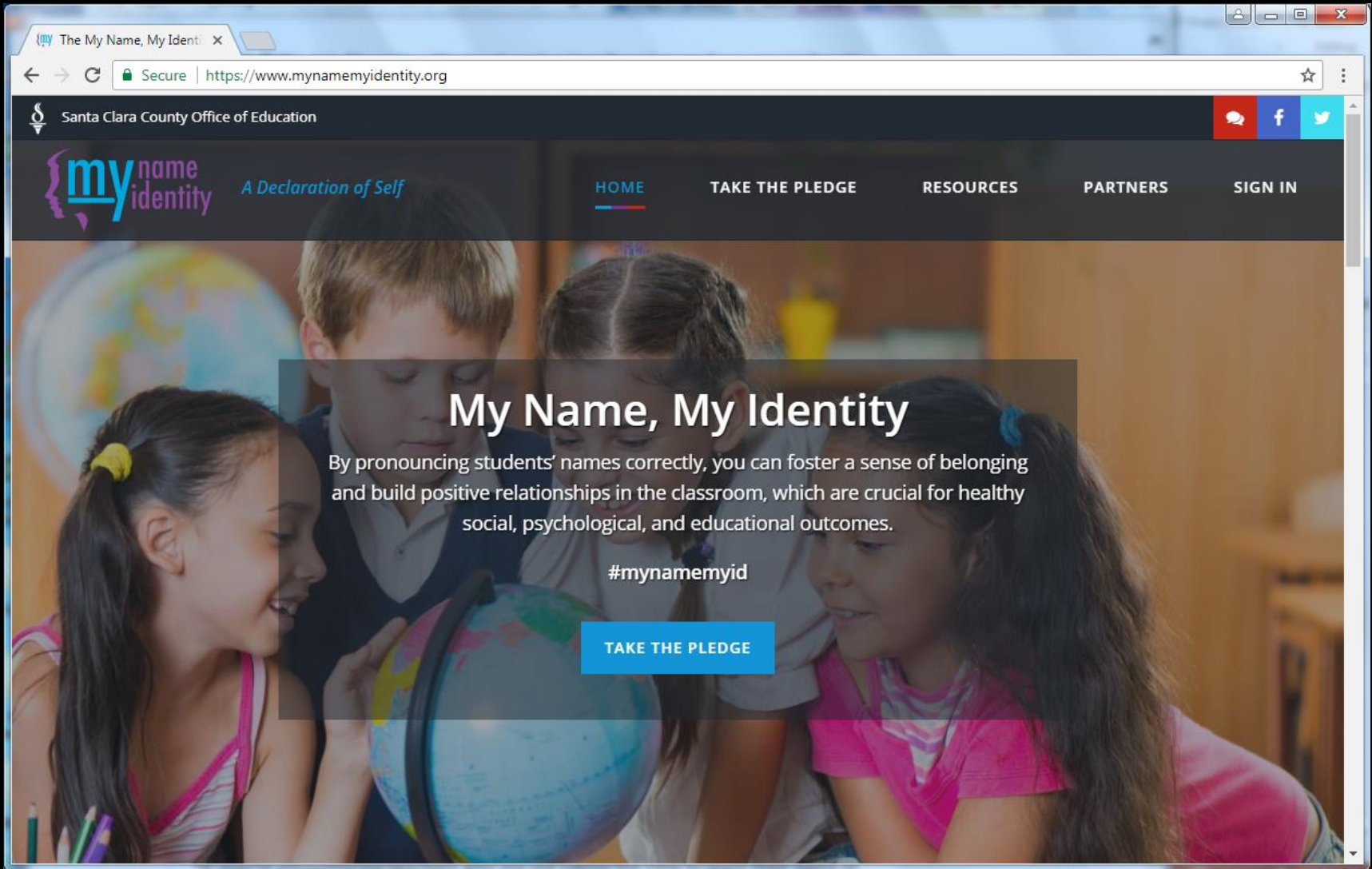
A teacher mispronouncing a student's name can have a lasting impact

By — Corey Mitchell, Education Week

Education May 16, 2016 3:49 PM EST

0 comments Share ...

The Power of Names



The screenshot shows a web browser window displaying the homepage of the "My Name, My Identity" website. The browser's address bar shows the URL "https://www.mynamemyidentity.org". The website header includes the Santa Clara County Office of Education logo and the "my name identity" logo with the tagline "A Declaration of Self". The navigation menu contains links for "HOME", "TAKE THE PLEDGE", "RESOURCES", "PARTNERS", and "SIGN IN". The main content area features a large image of four diverse children looking at a globe. Overlaid on this image is the title "My Name, My Identity" and a paragraph explaining the program's goal: "By pronouncing students' names correctly, you can foster a sense of belonging and build positive relationships in the classroom, which are crucial for healthy social, psychological, and educational outcomes." Below the text is the hashtag "#mynamemyid" and a blue button labeled "TAKE THE PLEDGE".

my name identity A Declaration of Self

HOME TAKE THE PLEDGE RESOURCES PARTNERS SIGN IN

My Name, My Identity

By pronouncing students' names correctly, you can foster a sense of belonging and build positive relationships in the classroom, which are crucial for healthy social, psychological, and educational outcomes.

#mynamemyid

TAKE THE PLEDGE

What strategies can we use to help us pronounce names?

Some ideas...

While the name may seem difficult to you, it's not to the student or adult. Ask them to help you pronounce it correctly.

At the start of a tour, you can also say, "I am going to call on you by name. If I don't say your name correctly, just let me know how I should say it."

Avoid Assumptions

Tour Object Selection and
Engaging Visitors at Art Carts and
on Tours

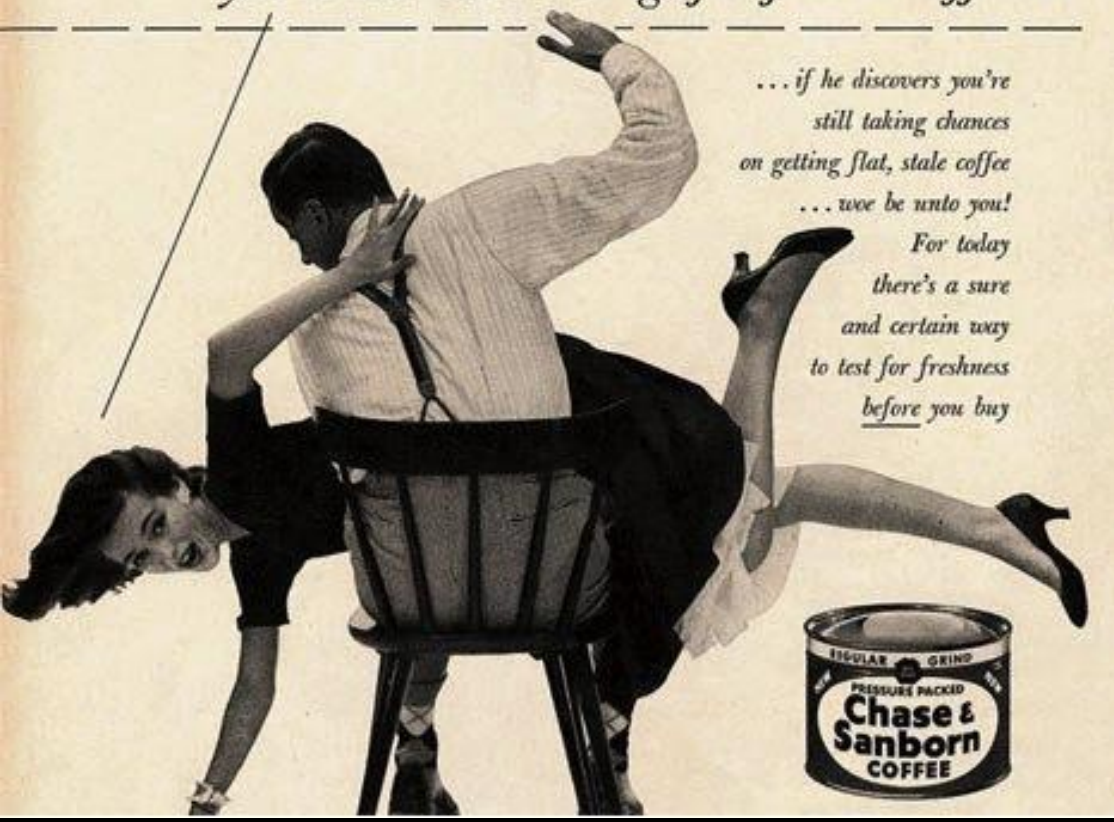


The danger of the single story

“Our lives, our cultures, are composed of many overlapping stories.”

- Chimamanda Adichie

If your husband ever finds out you're not "store-testing" for fresher coffee...



... if he discovers you're
still taking chances
on getting flat, stale coffee
... woe be unto you!
For today
there's a sure
and certain way
to test for freshness
before you buy



"Did you ring, sir?"

NEXT TIME you take a trip, chances are you can go in Pullman comfort. So, always ask for Pullman space when you plan to travel!

That's because the way Pullman works with the railroads—through its centrally controlled "pool" of sleeping cars—makes it possible to take care of military needs and accommodate more civilians, too.

We'll welcome you aboard a sleeping car as we've welcomed every Pullman passenger for more than 80 years—with service, comfort, and safety that no other way of going places fast can match!

COMFORT! Pullman cars are clean and safe. Pullman beds are big and soft, with fresh linen every night. You get a wonderfully restful sleep!

SERVICE! Courteous Pullman employees are proud of their art in extending travel hospitality. They help make your Pullman trip a memorable event!

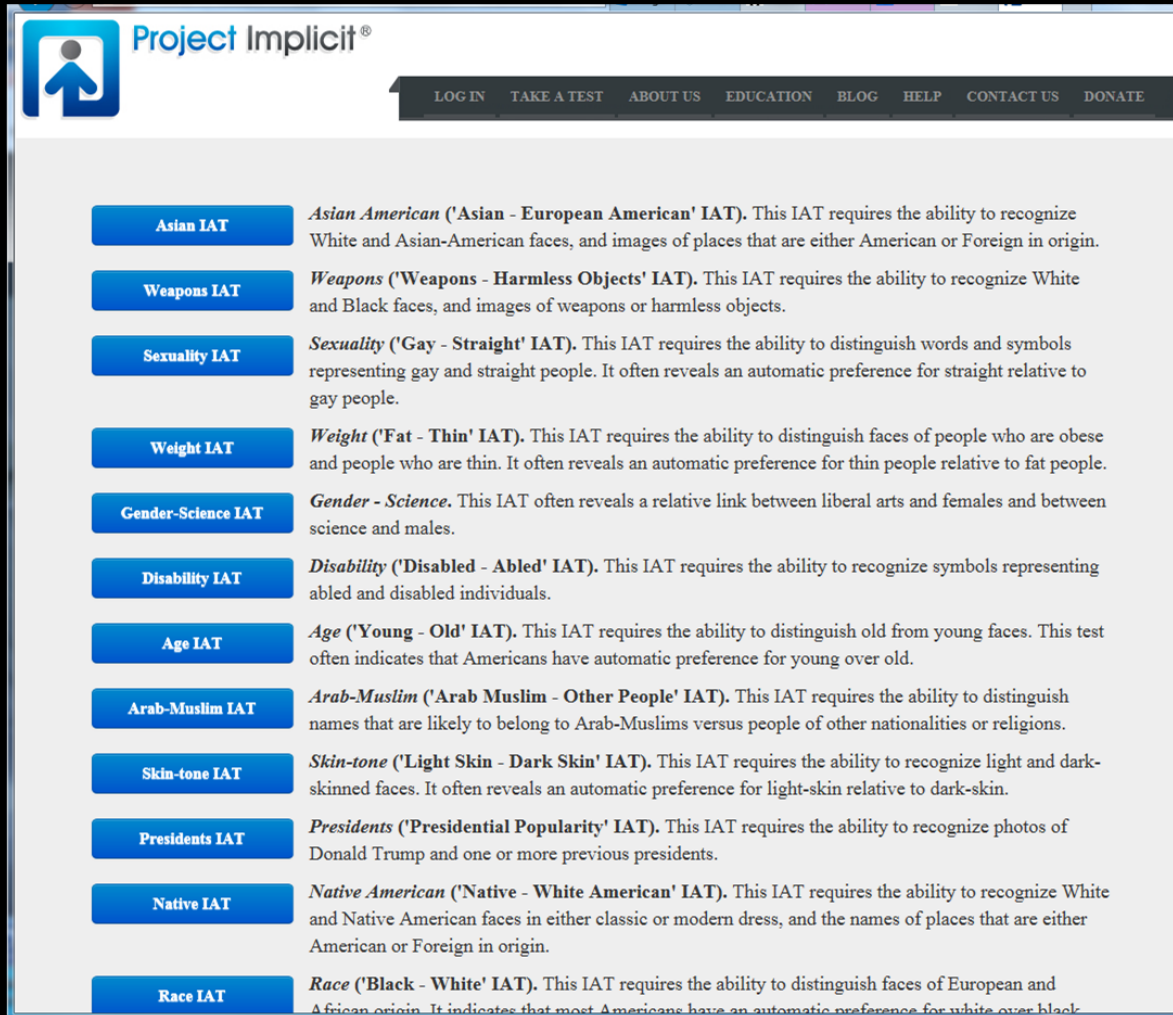


PULLMAN THE SAFEST, MOST COMFORTABLE WAY OF GOING PLACES FAST!

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How might we avoid assumptions about our visitors?

Project Implicit, Implicit Association Tests

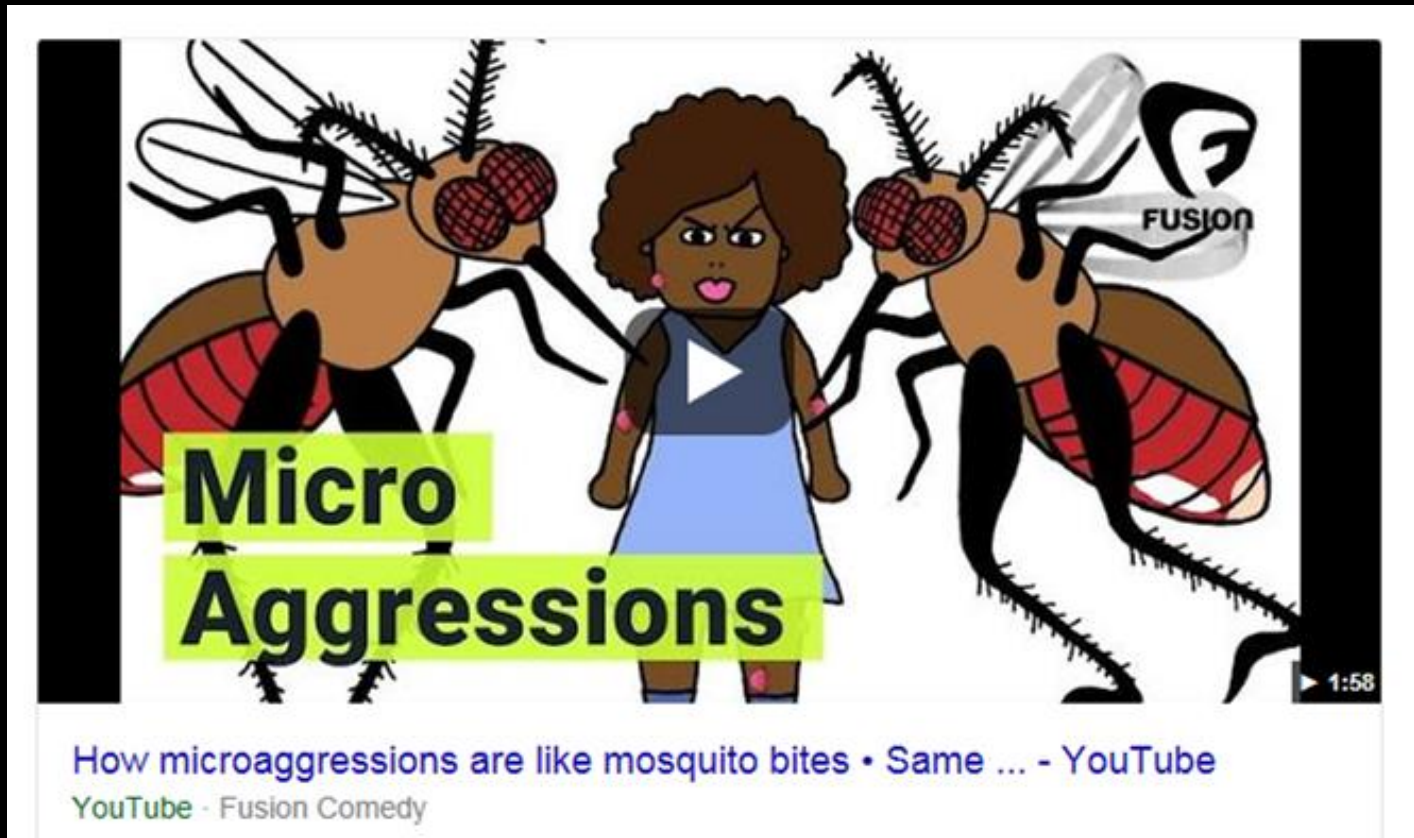


The screenshot shows the Project Implicit website interface. At the top left is the Project Implicit logo, which consists of a blue square containing a white stylized human figure with arms raised. To the right of the logo is the text "Project Implicit®". A dark grey navigation bar spans the top, containing the following links in white uppercase letters: LOG IN, TAKE A TEST, ABOUT US, EDUCATION, BLOG, HELP, CONTACT US, and DONATE.

The main content area features a list of 13 IATs, each with a blue button containing the test name and a corresponding text description:

- Asian IAT**: *Asian American ('Asian - European American' IAT)*. This IAT requires the ability to recognize White and Asian-American faces, and images of places that are either American or Foreign in origin.
- Weapons IAT**: *Weapons ('Weapons - Harmless Objects' IAT)*. This IAT requires the ability to recognize White and Black faces, and images of weapons or harmless objects.
- Sexuality IAT**: *Sexuality ('Gay - Straight' IAT)*. This IAT requires the ability to distinguish words and symbols representing gay and straight people. It often reveals an automatic preference for straight relative to gay people.
- Weight IAT**: *Weight ('Fat - Thin' IAT)*. This IAT requires the ability to distinguish faces of people who are obese and people who are thin. It often reveals an automatic preference for thin people relative to fat people.
- Gender-Science IAT**: *Gender - Science*. This IAT often reveals a relative link between liberal arts and females and between science and males.
- Disability IAT**: *Disability ('Disabled - Able' IAT)*. This IAT requires the ability to recognize symbols representing abled and disabled individuals.
- Age IAT**: *Age ('Young - Old' IAT)*. This IAT requires the ability to distinguish old from young faces. This test often indicates that Americans have automatic preference for young over old.
- Arab-Muslim IAT**: *Arab-Muslim ('Arab Muslim - Other People' IAT)*. This IAT requires the ability to distinguish names that are likely to belong to Arab-Muslims versus people of other nationalities or religions.
- Skin-tone IAT**: *Skin-tone ('Light Skin - Dark Skin' IAT)*. This IAT requires the ability to recognize light and dark-skinned faces. It often reveals an automatic preference for light-skin relative to dark-skin.
- Presidents IAT**: *Presidents ('Presidential Popularity' IAT)*. This IAT requires the ability to recognize photos of Donald Trump and one or more previous presidents.
- Native IAT**: *Native American ('Native - White American' IAT)*. This IAT requires the ability to recognize White and Native American faces in either classic or modern dress, and the names of places that are either American or Foreign in origin.
- Race IAT**: *Race ('Black - White' IAT)*. This IAT requires the ability to distinguish faces of European and African origin. It indicates that most Americans have an automatic preference for white over black.

Microaggressions...as mosquito bites



We can have a big impact in a short amount of time.

Discussion

What do you do when you realize you made a mistake?

Time for Q & A

Reflection

I used to think....

Now I think....

Thank you for taking this journey together!