Diversity and Inclusion Resource: SUPPORT TASK EXPERT

Values differences by ensuring that all people are included, respected and can engage in their work to the best of their abilities.

- Engages in ongoing professional development in diversity and inclusion initiatives and applies this knowledge and awareness to one's work and interactions
- Uses inclusive language when referring to and interacting with individuals from different identity groups (e.g. disability, race, gender, etc.); speaks up and notifies supervisor/manager when actions or environment hinder diversity and inclusion efforts
- Provides support that meets the needs of people from different backgrounds, thoughts, etc.; appropriately demonstrates equality and inclusion when providing support

Outstanding:
- **Actively seeks out and frequently engages in training and development opportunities around diversity and inclusion in a variety of formats** (e.g. instructor led training, online learning, book reading, blog posts, etc.); **applies what they have learned and educates others** (e.g. explains to a colleague why not trying to pronounce an international student's name is a microaggression)
- **Is regarded as an expert by others in using inclusive language in all forms of communication** (e.g. is sought out by colleagues on what language to use)
- **Provides support that is customized to the individual and that proactively supports diversity and inclusion efforts** (e.g. removes identifiers off resumes before distributing to search committee)

Exceeds Expectations:
- **Frequently engages in diversity and inclusion training and development opportunities in a variety of formats; applies knowledge to all work and interactions** (e.g. points out and corrects use of colloquialisms when editing documents)
- **Actively learns and applies inclusive language to all forms of communication** (e.g. formal and informal in-person interactions; phone calls; emails); **notifies supervisor/manager when actions or environment do not support diversity and inclusion** (e.g. learned appropriate LGBTQ terminology and checks that terms are used appropriately when editing documents)
- **Provides proactive support to all and supports diversity and inclusion efforts** (e.g. seeks regular feedback from each individual on how to support them more effectively)

Successful:
- **Voluntarily engages in diversity and inclusion training and development opportunities; applies knowledge to work and interactions** (e.g. checks the reading level of public documents)
- **Is respectful when interacting with others, including using appropriate terms; notifies supervisor/manager when actions or environment hinder diversity and inclusion efforts** (e.g. alerts supervisor when a ramp is icy)
- **Provides effective support to all by customizing approach depending on the person as appropriate** (e.g. accommodating explained childcare needs when scheduling meetings)

Improvement Expected:
- **Engages in diversity and inclusion training and development opportunities when asked; sometimes applies knowledge to work and interactions** (e.g. sometimes does not update documents to be more accessible to those with hearing or visual disabilities when notified of accessibility incompatibilities)
- **Sometimes uses inclusive language but gets defensive when alerted to use of incorrect terms; alerts supervisor/manager when obvious negative actions occur** (e.g. racial slurs)
- **Sometimes provides a differing level of support depending on one's identity group** (e.g. sometimes ordered preferred supplies for some managers not always for others)

Unacceptable:
- **Does not make any effort to learn about diversity and inclusion initiatives despite encouragement to do so; if attempts to learn, does not apply knowledge to interactions with others** (e.g. continues to schedule events on non-Christian religious holidays when asked not to)
- **Uses derogatory terms when referring to and interacting with others even when educated on inclusive terms** (e.g. continues to use incorrect gender pronouns even when asked repeatedly not to); **participates in actions that hinder diversity and inclusion efforts** (e.g. laughs when a colleague uses a racial slur)
- **Provides a differing level of support depending on one's identity group** (e.g. continues to use a small font size while knowing one person has difficulty reading it)