

iCAN QUESTIONS

As a sales trainer Buki, how do you manage racial issues in your training? Does it ever come up with the brokers and sales staff you train?

It honestly doesn't really happen to me openly or often, but when it does, it is rarely overt.

What does happen is an understandable surprise at first glance, because there aren't many black people doing this, let alone doing it in insurance or finance.

or

an expectation of a lack of sophistication or hard sell. (This is unconscious bias). People come round very quickly and that's more to do with my understanding of adult learning behaviour patterns and the content and effectiveness of my training.

Or

At times people have been embarrassed to endorse you (this is partially down to corporate cultures combined with unconscious bias)

I can't lie though; I get a lot of love from insurance. To say anything to the contrary would be untrue.

Buki - can't legally positively discriminate but what you're describing is positive action which is legal

I think this is a comment about an example I gave with a partial question- and whether my example would be deemed as positive discrimination, as opposed to a question -and I agree with the questioner's response.

Buki is an apologist for thoughtless behaviour. Racism causes trauma & people are going to have varying degrees of reactions to seemingly "benign" questions.

Not really-(As you point out, these comments are mainly thoughtless- unconscious micro- aggressions) my point was that, reverse bias is equally prevalent. If 100 people asked me where I was from, 95-98 of them would genuinely be interested in my background with no sinister motive. Why should I get traumatised about the insensitivity of the question? I'm obviously not a WASP- White Anglo-Saxon Person. The question is most likely directed to my extraction. If in some cases it's deemed insensitive then I'd encourage people to use '[Developmental Enquiry](#)' IDU? to address that and call it out.

This doesn't supersede safe spaces and wider strategic and practical inclusion initiatives etc. But the frequency with which such 'micro-aggressions' occur and the associated 'trauma at work' would be reduced if people were equipped to handle them in the moment. That's all I'm saying, as opposed to apologising for the micro-aggressions

Eradicating racism is a lofty goal. Making the workplace a better place on a people to people, day to day basis now; will expedite the pace at which we get close to or reach that goal.