



# ‘Working effectively in a diverse world

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*Favourite  
sport?*

*Ethnicity?*



*Political views?*

*Religion?*

## Slide 2

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**AS1**

Anukool Sathu, 27/05/2017

# Overview

New Zealand & Australia's **ethnic diversity**

**Cognitive illusions & bias**

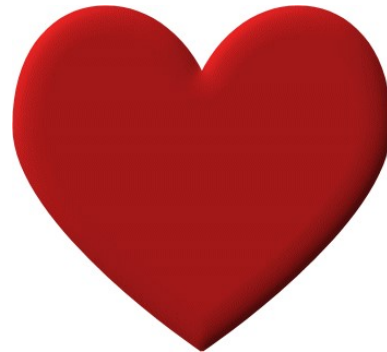
**Impact of bias** in the  
legal system

**disputes** through a cultural lens



**Think**

**Feel**



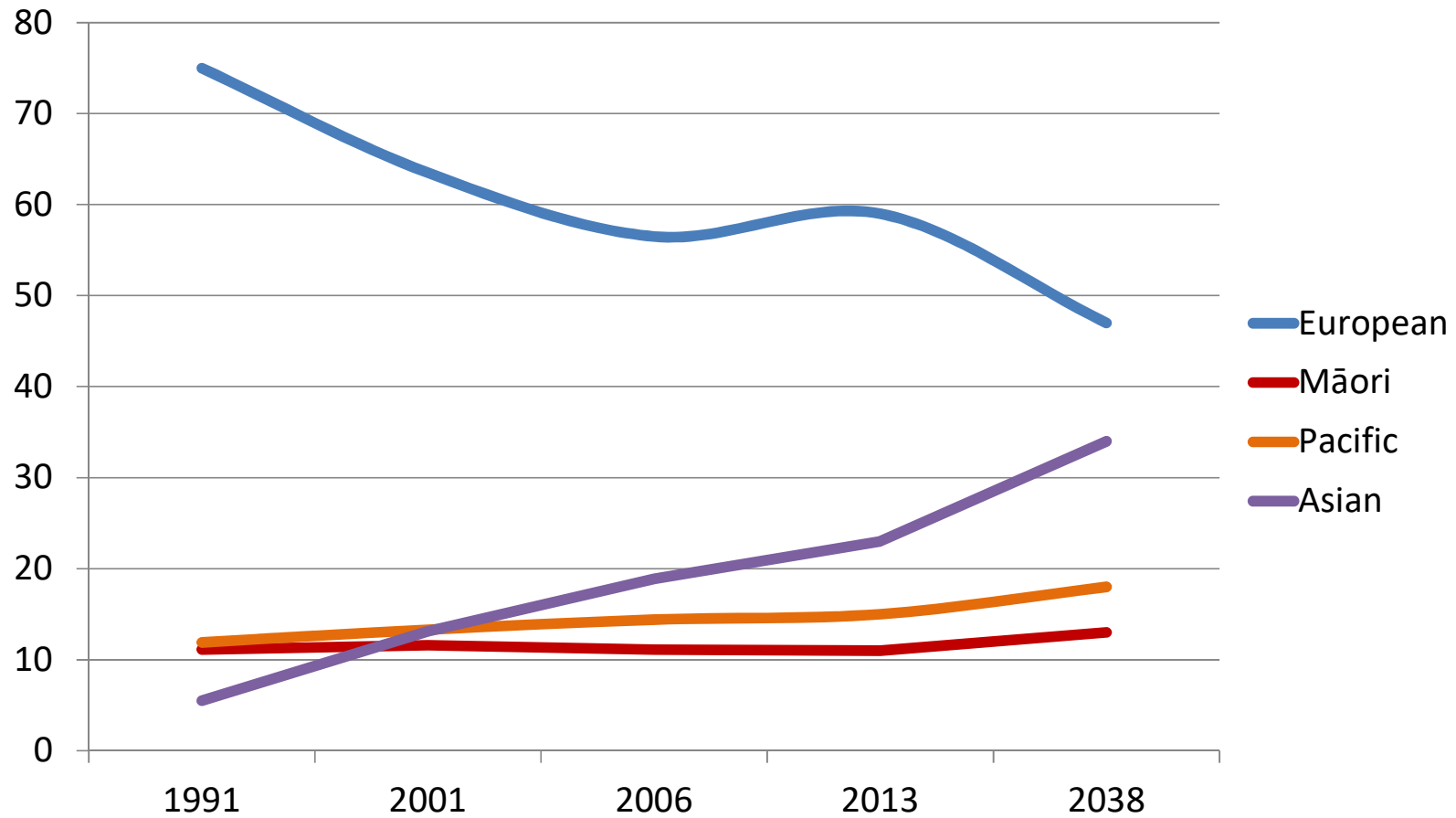
**Act**



# From the Airport to this Conference



# Auckland's Changing Face



# Auckland's Changing Face

Ethnicity	1991 %	2001 %	2006 %	2013 %	2038 % (Estimated)
European	75	63.5	56.5	59	<b>47</b>
Māori	11.1	11.6	11.1	11	<b>13</b>
Pacific	11.9	13.3	14.4	15	<b>18</b>
Asian	5.5	13.1	18.9	23	<b>34</b>



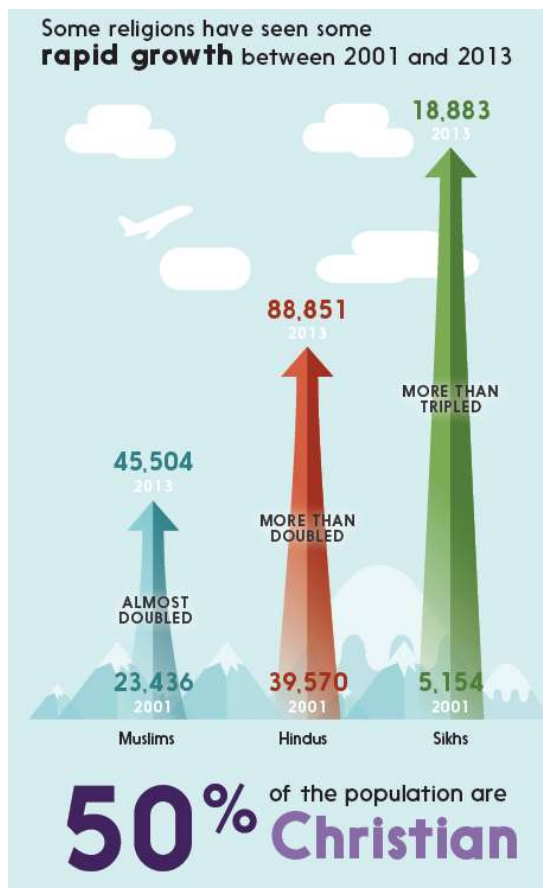
# **NZ Ethnic Diversity in 2038**

NZ European 66%

**20% Maori**

**Pacific 11%**

**22% Ethnic**



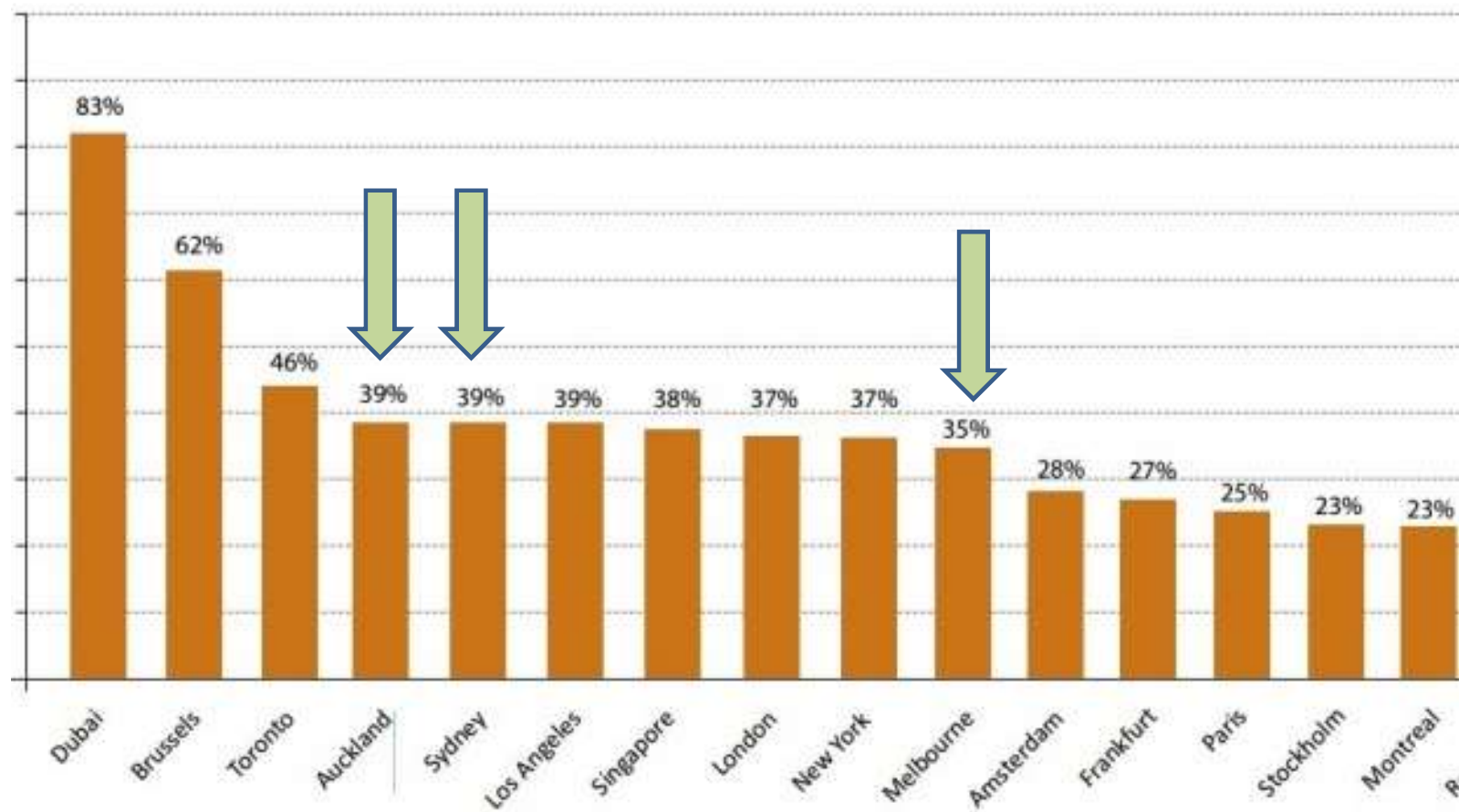
# **Australia Key facts**

**1 in 4 Australians are born overseas**

**42% of people in Sydney were born overseas\***

**Over 30% households speak a language other than English in Melbourne and Sydney**

# World Cities with the largest foreign-born populations



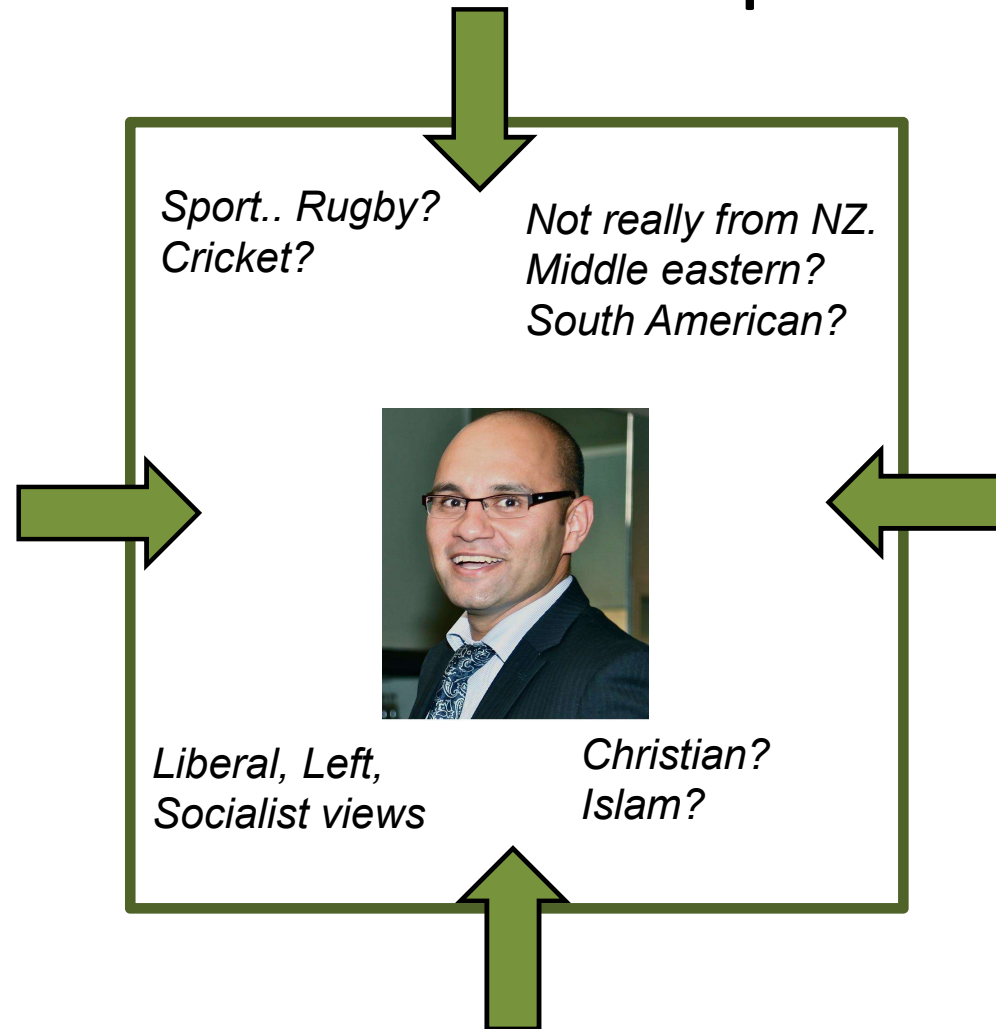
# What Does this Mean?

**real** differences

New norms

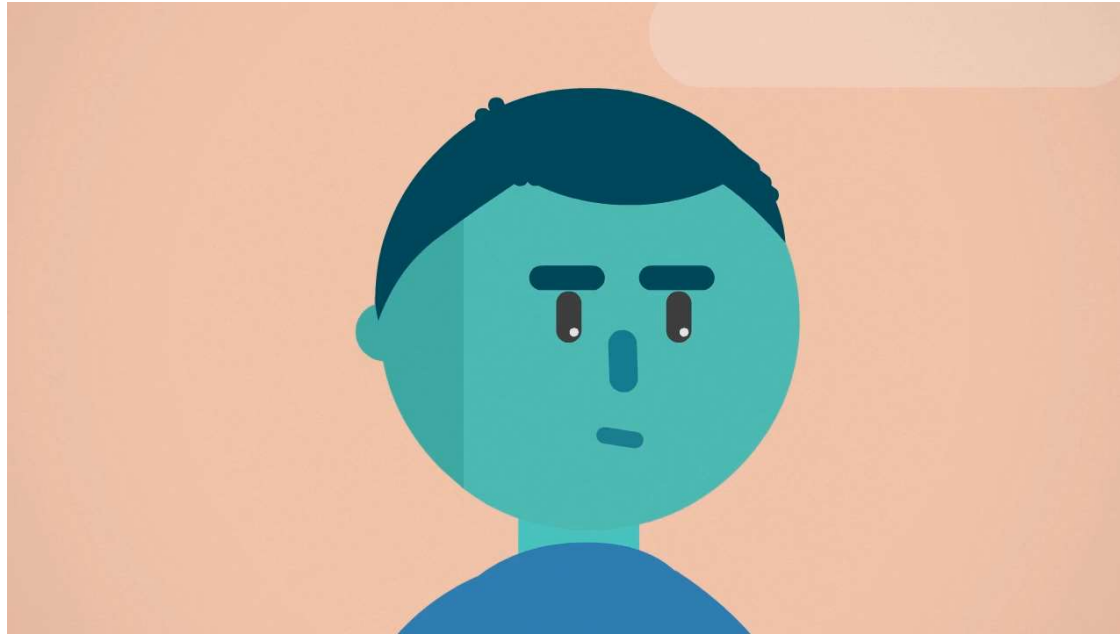
**biases**

# The Box of assumptions





# Video: Unconscious Bias





# Unconscious Bias

- 11 Million bits of information every moment
- Conscious mind can handle 40 bits of information
- **99.999996% is unconscious..**

**I have bias**

Can you notice your bias?



# Discussion

- Did you sense a shift in your perception of the person based on his accent?
- How can this impact your area of work?

# The Dress



Blue and Black	<b>57%</b>
White and Gold	<b>30%</b>
Blue and Brown	<b>10%</b>
Switch between colors	<b>10%</b>

**What are the impact of these biases?**

## Discriminatory attitudes in A snapshot of the views of non-indig

“

*We find clear prejudice against non-majority sounding names, who elicited 40% less callbacks with the same resumes*

like "other  
Australians"

Embed this chart on your site

## Asians ditch identities in hunt for jobs

By Lincoln Tan

4:00 AM Saturday Apr 3, 2010

Chinese in NZ

Cultures

Department of Internal Affairs

...

SHARE:



Desperate job-seeking Asians are not only taking on Anglicised first names but also officially ditching their traditional surnames for European-sounding ones in the hope that will help them find work in New Zealand.

One Chinese woman even changed her name to Brenda Jones in an attempt to get a job interview in the tough economic climate.



Terence King. Photo / Greg Bowker

# Bias in judicial decisions in NZ

Maori conviction 1.6-1.8x

police contact 2.9x



3x arrested cannabis offences



# In United States

**12% longer  
terms for black  
defendants**

**25% higher bail  
amounts for black  
defendants**

**50% higher to experience  
police force if black**



# Inside the Judicial Mind

vulnerable to *bias*

**u n d e r s t a n d**

**Law** know facts

make **systematically** erroneous decisions

like all human beings

# Dimensions of Culture

Individualism **VS** Collectivism

# Culture

*Culture is a historically created system of meaning and significance or...beliefs and practices in terms of which a group of human beings understand, regulate and structure their individual and collective lives.*

**- Lord Bhikhu Parekh**

**VIDEO: 'Perceptions of the court room'**

## **VIDEO: Impact of culture in a judicial setting**

*When you live don't go to court, when you die, don't go to hell*

Chinese Proverb

*The law in Japan is like an heirloom samurai sword, it is to be treasured but not used*

Obuchi J, Role of courts in the Process of  
Informal Dispute Resolution in Japan, 1987

# Simple things like *intonation* can make all the difference

- I didn't say we should kill him. = Someone else said we should kill him.
- I **didn't** say we should kill him. = I am denying saying it.
- I didn't **say** we should kill him. = I implied it / whispered it / wrote it down.
- I didn't say **we** should kill him. = I said someone else should kill him /you should kill him, etc.
- I didn't say we **should** kill him. = I said we shouldn't kill him / we must kill him, etc.
- I didn't say we should **kill** him. = I said we should only hurt him/take care of him / send him on a diving holiday.
- I didn't say we should kill **him**. = We should kill someone else.



# What can you do? Your organisation do?

## Build individual **Cultural competence**

*(increase self awareness, notice cultural elements, ask questions, minimise bias)*

## Remove language related barriers

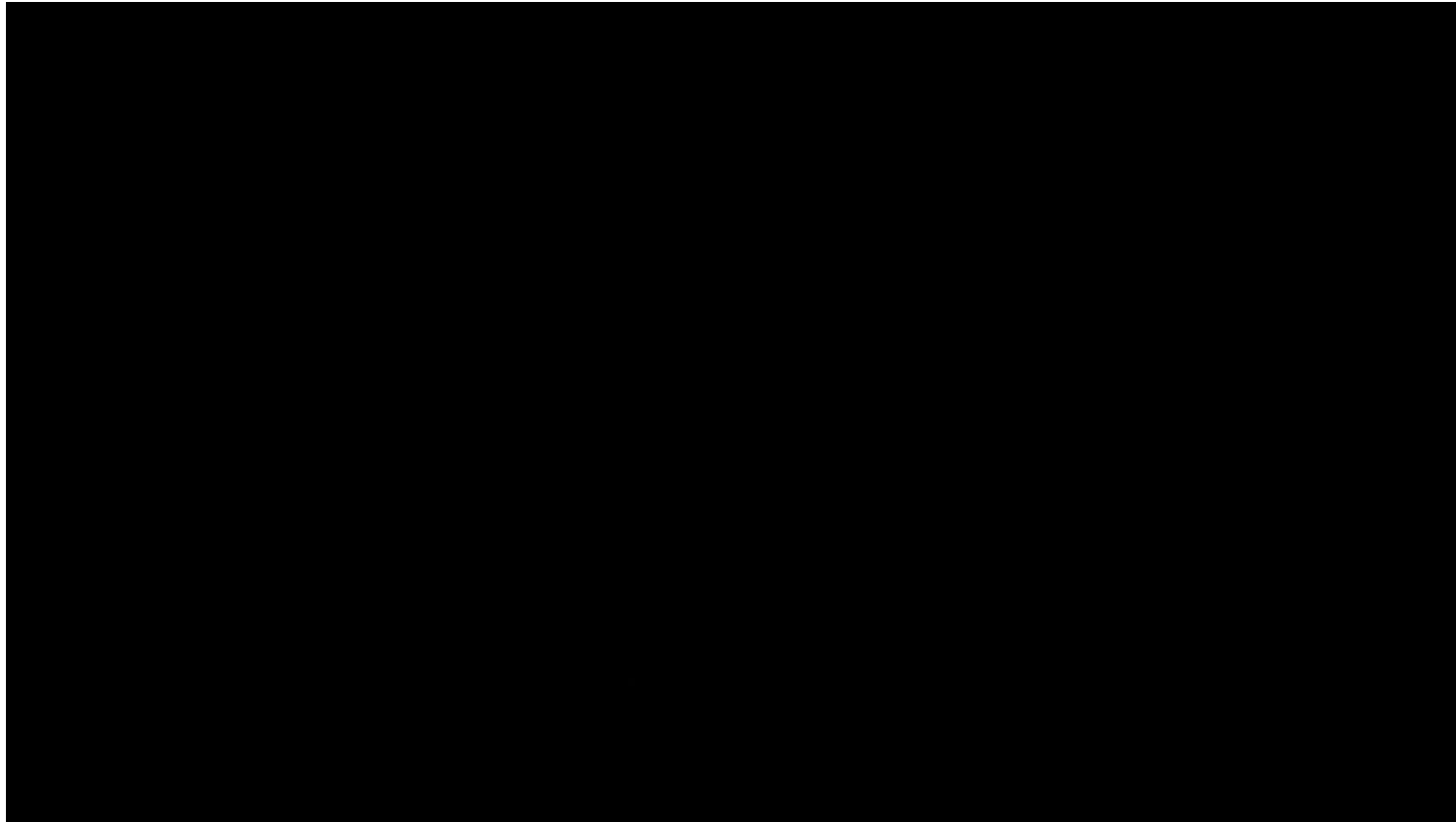
*(professional interpreters, accommodate cultural norms, don't rely on non-verbal cues)*

## **Organisational competence**

**(inclusive hiring practices, equitable processes, cultural counsel)**

## Dialogue **with Community**

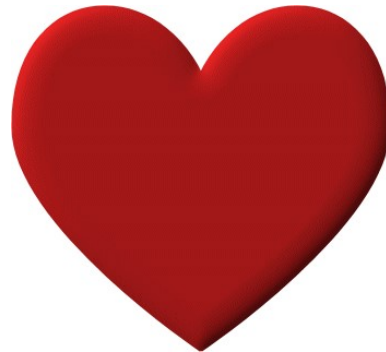
**Final** thought..





**Made you think**

**Made you feel**



**Hope you act**

