

MULTICULTURAL EDUCATION PROGRAM

Inspiring Campuswide Dialogue on Diversity

Berkeley's Multicultural Education Program (MEP) provides campuswide training and consultation services on topics related to identity, unconscious bias, cross-cultural communication, inclusive classrooms, and inclusive work environments. Over the past five years, the program has brought together a collaborative group of staff, students, and faculty with the goal of engaging the entire campus community in learning experiences, exercises, and dialogue that foster a more welcoming and inclusive environment. Initial MEP funding was provided by the Evelyn & Walter Haas, Jr. Fund as part of the Berkeley Initiative for Equity, Inclusion, and Diversity.

MEP uses a highly successful peer-training model, in which approximately 20 trained campus members serve as diversity facilitators and a volunteer development team of five expert leaders is available to conduct additional needs assessments and help with the design of new workshop modules.

Core objectives of the program include:

- » Reinforcing positive intergroup contact across the campus to foster a healthy campus climate and to prepare students for a diverse and complex world
- » Providing rapid and effective diversity consultant response to incidents that require immediate discussion and resolution
- » Synthesizing diversity educational and training opportunities and resources for the campus community on a dedicated MEP website
- » Developing a successful and replicable national model for implementing a diversity training curriculum that is delivered by MEP-trained campus facilitators
- » Publicly recognizing and supporting equity, diversity, and inclusion efforts throughout the campus and beyond

Each year, MEP runs dozens of workshops for staff, students, and faculty, both on an open-enrollment basis and within the context of specific academic or administrative units. The program also provides customized consultation and coaching to departments from across campus facing concerns about privilege, cultural humility, unconscious bias, respectful behavior, inclusive customer service, and onboarding.

Program Highlights

- » **Training development:** MEP has developed five workshop modules that are now in wide circulation on campus. Modules include: Looking In, Looking Out: Exploring Workplace Diversity; First Take/Second Look: Exploring Unconscious Bias; Creating Inclusive Classrooms; Creating an Inclusive Work Environment (for Supervisors/Managers); Let's Talk: Cross-Cultural Communication.
- » **Workshop delivery:** Since 2011, the program has delivered approximately 150 workshops to more than 3,800 campus community members. More than 2,200 staff members, 1,375

students, and approximately 200 faculty members have attended these workshops.

- » **MEP facilitation team and Train-the-Trainers program:** To support campuswide rollout of MEP activities, the program has designed a 50-hour Train-the-Trainer program that enables campus staff and faculty to be certified to conduct one or more of MEP's workshops. To date, the program has trained approximately 35 staff and faculty as MEP Diversity Facilitators. Through attrition, the total number of facilitators is currently at 21.
- » **Completion certificate:** In 2014, MEP established a certificate program for participants who complete all three of the program's primary workshops covering workplace diversity, unconscious bias, and cross-cultural communication. To date, approximately 150 participants have completed the certificate program.
- » **Consulting and customization:** In addition to facilitating core workshop modules, MEP also consults directly with teams, units, departments, and divisions on equity, diversity, and inclusion issues. This work sometimes includes creating new or customized workshops, facilitating dialogues or town halls, and providing other interventions such as developing customer interaction guidelines, social contracts, group agreements, and communication processes.

Impact and Institutionalization

MEP has fueled many new inquiries and conversations among both teams and individuals about equity, inclusion, and diversity issues and concerns. Some notable examples include:

- » Undergraduate and graduate students have been inspired by MEP workshops, dialogues, and town halls to continue developing the interaction and collaboration skills they need to become savvy global citizens during their time at Berkeley and beyond.
- » Deans and chairs, the academic senate, and faculty in departments ranging from Engineering to Theater, Dance, and Performance Studies have participated in MEP workshops and have embraced the development of departmental equity, inclusion, and diversity strategic plans.
- » Staff at all levels have leveraged MEP skills and knowledge to improve cross-cultural communication, increase collaboration across units, and establish processes that result in more inclusive team interactions. In some administrative units, senior leaders sponsored MEP workshop participation for entire units, including Business Administration Services, the campus police department, University Health Services, and University Relations.

These accomplishments serve to institutionalize MEP as a primary resource for training on equity, inclusion, and diversity topics. Efforts to expand outcomes beyond raising awareness are taking shape. MEP will next focus on custom workshops on more challenging topics such as confronting white privilege, tackling insensitivities and microaggressions, and supporting transgender campus community members.