

# Detailed Contents

<b>Acknowledgments</b>	<b>viii</b>
<b>Introduction</b>	<b>ix</b>
<b>Chapter 1. Diversity Is Unavoidable, and <i>That's a Good Thing</i></b>	<b>1</b>
Your Life Is Multicultural, Even If You Don't Know It	2
What You Don't Know <i>Can</i> Hurt You	5
Exercise: Awareness Quiz	5
Exercise: Expanding Your View	11
<b>Chapter 2. The Starting Place: Knowing Who You Are</b>	<b>13</b>
Exercise: Who Am I?	14
The ADDRESSING Culture Sketch	14
Exercise: Your Culture Sketch	20
<b>Chapter 3. Creating a New Awareness:     What You Didn't Learn in School</b>	<b>23</b>
Mindfulness Is Great, but Don't Stop There	24
Essential Knowledge in Six Key Points	24
Exercise: Free Association	27
Exercise: Recognizing Subtle Bias	34
<b>Chapter 4. The Invisible Boundary:     How Privilege Affects Your Work and Life</b>	<b>35</b>
But Privilege Isn't Black and White	38
Exercise: Your Privilege Constellation	41
Exercise: Privilege Watch	43
<b>Chapter 5. But Everyone I Know Agrees With Me:     The Influence of Family and Friends</b>	<b>44</b>
Exercise: Your Social Map	46
Culture Scripts	49
Exercise: Recognizing Your Culture Scripts	52

<b>Chapter 6. That's Not What I Mean: Effective, Respectful Communication</b>	<b>54</b>
Names	56
The Nonverbals	58
Exercise: Recognizing Your Communication Preference	59
Exercise: The Eight Do's and Don'ts of Respectful Communication	66
<b>Chapter 7. Say What? Why Words Matter</b>	<b>68</b>
Offensive Phrases	70
Offensive Words	75
Meanings of Ethnic and Racial Identifications	76
Exercise: Developing a New Perspective	79
<b>Chapter 8. Making the Connection: The Four Relationship Vitals</b>	<b>80</b>
Courage	81
Humility, Questioning Mind, and Compassion	82
Exercise: Questioning Mind	85
Exercise: Looking for Suffering	87
Exercise: Building Compassion	89
<b>Chapter 9. Keeping the Connection, Even When the Signal Is Faulty</b>	<b>90</b>
Defensiveness and the Spiral Down Effect	91
Preventing Disconnection	92
Five in-the-Moment Strategies for Staying Connected	94
Exercise: Paying Attention	96
Responding to Stereotypes	99
Exercise: Keeping the Connection	101
<b>Chapter 10. When the Golden Rule Isn't Working: Respectful Conflict Resolution</b>	<b>102</b>
Exercise: Recognizing Your Values	103
When Priorities Differ	105
The RESPECT Strategies	105
Exercise: Open Versus Private Communication	107
Exercise: Practicing Respectful Resolution	113
<b>Chapter 11. Conclusion</b>	<b>114</b>
Exercise: Reflection Questions	116
<b>References</b>	<b>117</b>
<b>Index</b>	<b>120</b>
<b>About the Author</b>	<b>124</b>