

Upstander Action Guide

Upstanders are allies, supporters, and advocates for people and communities that share a different background or identity than their own.

Everyone across the medical enterprise can do their part in promoting Diversity & Inclusion by holding everyone accountable: students, faculty, trainees, staff and administrators, hence, we are encouraging the Long School of Medicine to learn more about becoming an "Upstander." Review the recommendations below for thoughts, ideas and suggestions on how to **Listen Up, Show Up, Talk Up, Speak Up** and be an upstander.



Listen Up

Learn, read, ask questions, and discuss to step into the shoes of someone of a different background or demographic group.

Read at least 3 articles related to diversity (or a specific demographic group) in the workplace.

Expose yourself to in-depth experiences of different groups, by watching a documentary, visiting a historical museum, reading a memoir.

Practice discussing and engaging in active listening about diversity issues in a safer environment with your peers, close friends, and/or family members.

Allow colleagues to share or define their own demographic groups rather than labeling someone based on your assumptions.

Ask colleagues how they prefer to have their names pronounced and confirm you are pronouncing their names correctly.

Clarify with LGBTQ+ colleagues how and with whom they would like their sexual orientation shared.

Use inclusive, gender-neutral language when inviting guests to events or referring to someone's significant other.

Ask colleagues who are military veterans to share how their service impacts their work experience.

Learn about the concept of 'privilege' and reflect on the ways you have benefited from privilege and how you can leverage your privilege to benefit others.

When discussing diversity in a recruiting interview or meeting, invite the individual to share what they are most interested in learning about, rather than making an assumption based on a visible form(s) of diversity.

Reach out to colleagues who are different from you to understand their experiences over lunch, coffee, etc.

Ask colleagues at other organizations, "what are you doing in regard to diversity?" Share results with the Diversity Advisory Council.

Seek to understand the cultural and religious backgrounds of your colleagues as it pertains to workplace-related situations, such as major holidays for scheduling and dietary restrictions.

Consult multicultural calendars to avoid scheduling important meetings on major cultural or religious holidays.

Ask about dietary restrictions that may be due to culture or religious observances when selecting restaurants or ordering food.



Show Up

Attend, actively participate, and contribute to diversity programs and initiatives.

Attend at least 3 diversity education programs/events internally or externally throughout the year.

Encourage/bring colleagues with you to diversity programs/events.

Attend an event where you will be in the demographic minority.

Participate (ask questions, respond to questions, provide a comment) at a diversity training or program.

Assist in planning a diversity program or event.

Join a nonprofit board or get involved with an organization for which you will be a minority.

Consider using a woman/minority/LGBTQ+ vendor when using an outside resource.



Talk Up

Advocate, open doors, make connections, and find opportunities for colleagues of different backgrounds and demographic groups.

Read articles/books about sponsorship, such as “Forget a Mentor. Find a Sponsor.”

Provide visibility to colleagues’ accomplishments, e.g., circulate an email regarding a colleague’s recent win to your group or email your colleague’s supervisor to provide positive feedback on their accomplishment.

Actively develop and mentor individuals of diverse backgrounds and demographic groups.

Act as a mentor to a student (from elementary through graduate school) from a different background than yourself.

Discuss career goals with a more junior colleague from a different background or demographic group than yourself.

When giving an assignment, look beyond the usual suspects to consider others who can benefit from the opportunity.

Partner with a colleague to provide visibility on each other’s behalf.

Share your experiences with the Office for Inclusion and Diversity’s efforts to potential hires.

Give credit for ideas by name and be sure that others are not overlooking the original source of the idea.

Give balanced introductions when you are describing your colleagues’ responsibilities and accomplishments.

Ask for a diverse slate when hiring.

Consider the diversity of the team for proposals, meetings, and other high visibility opportunities.

Integrate diversity topics into your internal and external presentations.

Provide candid, developmental feedback to a wide range of colleagues of all backgrounds.

Actively sponsor individuals of diverse backgrounds and demographic groups.

Ensure you greet people equally and be sensitive to how you address those that you are closest to.



Speak Up

Identify and interrupt bias and stereotyping, whether explicit/conscious or implicit/unconscious, subtle or overt.

Reach out to your Department/Division Diversity Ambassador or Diversity Advisory Council member or Office for Inclusion & Diversity for advice when you witness inappropriate comments or behaviors.

Share additional ideas for the Upstander checklist with the Office for Inclusion and Diversity or Diversity Advisory Council Member.

Partner with a colleague to speak up for each other when an idea is co-opted or to back each other up when interrupting bias.

Say something soon after the fact when you witness inappropriate comments or behaviors.

Notice who isn’t at the table and include them at meetings, calls, etc.

Say something when implicit bias/stereotyping may be affecting how a colleague’s performance is evaluated.

Say something when you think someone might not be getting an opportunity due to implicit bias.

Say something when you think certain administrative tasks/work isn’t being equitably distributed due to potential implicit bias.

Suggest administrative tasks/service responsibilities are rotated among the team or delegated to ensure equitable opportunities for all and to avoid the “minority tax” or undue burden placed on diverse individuals.

Actively intervene in the moment when you witness inappropriate comments or behaviors.



Web: <https://lsom.uthscsa.edu/diversity/>