Micro-Messaging – More Than Just Words

QUICK TIPS: Micro-messages are small behaviors that have a big impact. Micro-inequities are negative messages that result in a person feeling unvalued and unwelcome.

Micro-Inequities
- Dismissive expressions
- Reserved body language
- Acting disinterested

Micro-Affirmations
- Positive expressions and vocal tones
- Friendly body language
- Active listening

Try these:
1. Pay attention to what micro-messages you are sending
2. Learn about what causes you to send micro-messages, whether good or bad
3. Notice differences or similarities that may cause you to send micro-messages
Minimizing Unconscious Bias

**QUICK TIP:** What we believe to be objective action may be unduly influenced by unconscious bias.

Influence on judgment is called **bias**
Upbringing and culture shapes our biases
Assumptions and stereotypes influence our attitudes
Unfamiliarity may trigger biased actions or responses

Try these:
1. **Consciously notice** similarities first, differences second
2. **Challenge** unstated assumptions
3. **Keep** an open mind—learn about one another

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