Best Practices

Training for municipal agents – micro-aggressions

Managing diversity in the workplace requires a set of skills from team members. Learning these skills is particularly important for municipal agents in order to improve the service they offer to citizens, as well as to make the municipality an employer of choice for everyone. One of the steps is to raise awareness of micro-aggressions that can occur intentionally or unintentionally in the day-to-day life of a team. This training focuses on the definition of micro-aggressions and its examples in the workplace, the different types of micro-aggressions (micro-aggressions, micro-insults, and micro-invalidations) and the difference between micro-aggressions and harassment. Participants can learn about the physiological impact of (long-term) micro-aggressions on a person, and to make the difference between the intention of an act and the impact of that act. In this way, team members are made aware of the power games that can take place in the workplace and learn how to respond assertively.

Objectives

- To understand the concept of micro-aggressions (in the workplace) and their impact;
- Prevent micro-aggressions in everyday work life in order to improve the work climate;
- Promote more benevolent communication in the workplace;
- Understand how to act and react to micro-aggressions.

Methods

- Presentation of the definitions and concepts surrounding micro-aggressions and discrimination in the workplace (PowerPoint presentation)
- Plenary discussions and work in small groups
- Discussions on how to ensure benevolent communication

Budget

+/- €6,000 for 150 participants

Materials

- Room for 12 people
- Chairs and tables
- Screen and projector
- Flipchart and pens

Periodicity

- 1 2-hour training course for an entire team, with the possibility of a refresher course or more in-depth training on a voluntary basis 1 to 2 years later
- To be repeated depending on the needs and priorities of the municipality and its staff

Evaluation indicators

- Participation rate
- Satisfaction feedback directly after the session
- Feedback on the relevance of this training and possible changes in behaviour and/or attitude (e.g. 2 to 3 months later)

Practical advice - DO's

- Mix departments and careers
- Favour small groups (ideally max 10)

Practical advice - DONT's

Ideally, offer the training during working hours.

Contact person/Possible partners

External trainer specialising in the subject

Additional information

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