

Where Do We Go From Here?

Rupert W. Nacoste, Ph.D.

*Alumni Distinguished Undergraduate Professor of Psychology
2013 NCSU Campus-Winner, UNC Board of Governor's Teaching
Excellence Award*

*2016 Winner, Alexander Q. Holladay Award for
Outstanding Career Faculty Contribution to the NCSU Campus
Community*

I am...

- **...a social psychologist.**
 - **I study and analyze...**
 - **... the structure and dynamics of interpersonal-relationships**
- **I study and develop tools to analyze social interaction.**
- **I start with...**

People live in situations

- Not in our heads.
- Not in our hearts.
- People live in situations.
- People live in situations of relationships.

People live in situations

- **...and situations change.**

People live in situations.

- For example, in my teaching I help my college students understand
- Being a university student is a ***situation***.
- Away from home
- More self-determination
- More (cognitive) demand
- Cognitive demand pushed by “crazy” professors.
- But even that situation can change.

People live in situations.

- Being a university student is a ***situation, and then...***
- Unusual– COVID-19
 - **Social Disconnection:**
 - Remote-online classes
 - Lack of contact and interaction with professors
 - Lack of contact and interaction with classmates
 - Disappointment because they are **back** at home
 - **Cognitive effect**: Odd distraction and lack of focus
- **I helped my students to understand how the situation-change was influencing them. Why?**

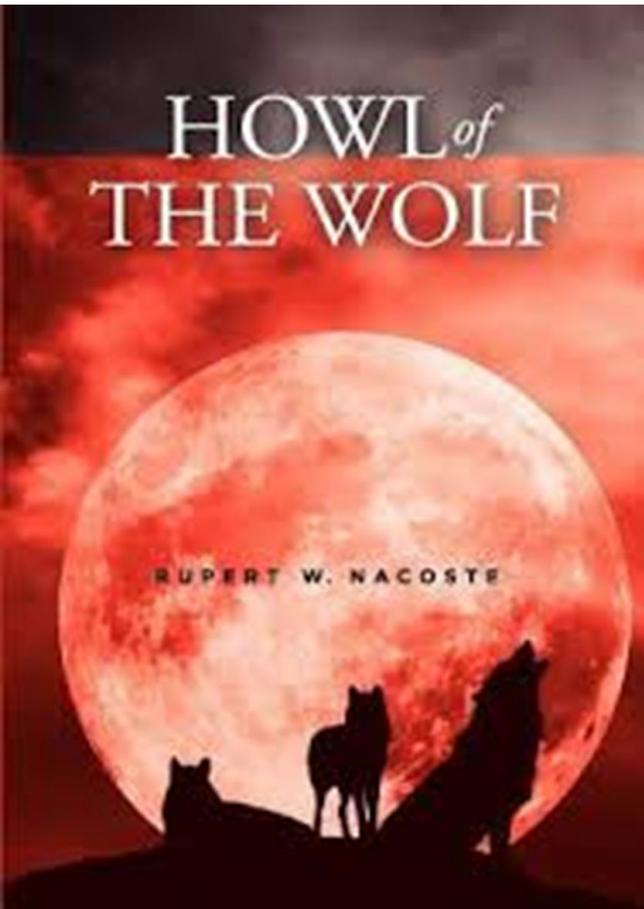
People live in situations

- *And, situations change and people try to adjust the way they interact to fit the new situation, but don't always do so well.*
- *Sometimes people need guidance.*

America

- *...just ain't what it used to be.*
- *... is now in a situation of Neo-diversity*

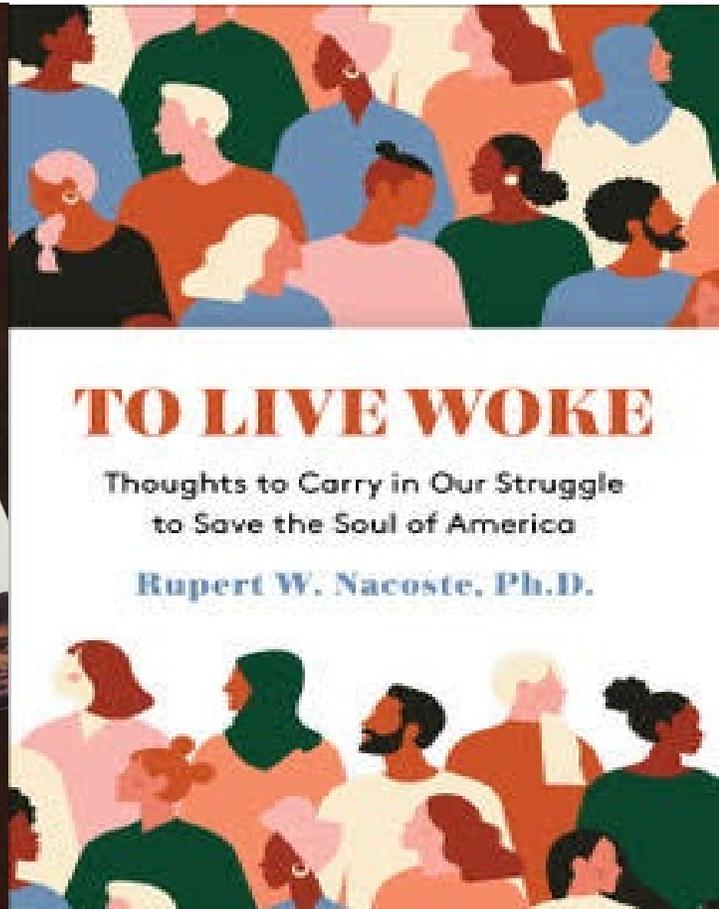
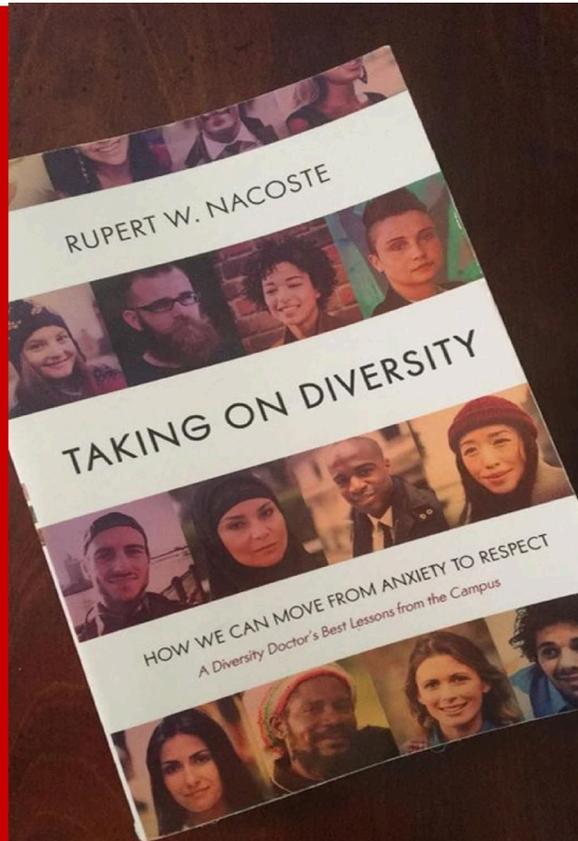
Neo-diversity is the (new to America) interpersonal situation in which we all have to encounter and interact with people “...not like us” on some group dimension. That neo-diversity situation means we all must sometimes interact with persons who do not look like, sound like, believe like or love like “...us.”



NC STATE

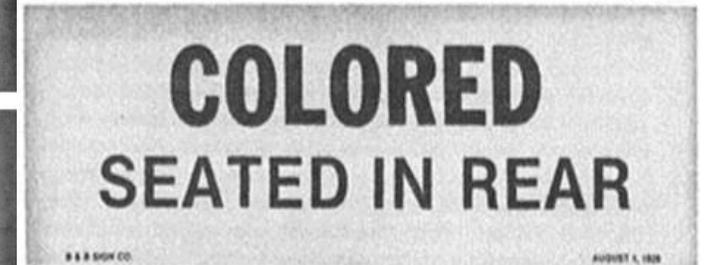
“Learn to interact with people who are different from you. It makes you a better human being.”

— Rupert Nacoste
Alumni Distinguished Undergraduate Professor of Psychology



Neo-diversity is new to America

- I grew up in the Jim Crow South.
- Pure...raw...
- racial segregation.



Neo-diversity is new to America

- Those Jim Crow laws and customs applied to doctors, dentists offices and to hospitals.

- Pure...raw...

- racial segregation.



NOTICE!
COLORED DENTIST
—FOR—
COLORED PEOPLE
Has established a Branch Office at
503 North Dooley Street.
Will be in Hawkinsville Wednesday of
each week. Will give more days when
business warrants it.
Any one desiring Dental Work call at
office.
ALL WORK GUARANTEED.
Crown and Bridge Work a Specialty.
Prices reasonable. Experienced and
Licensed Dentist, Located at CORDELE,
GEORGIA.
W. T. FORD,
Doctor of Dental Surgery.

Neo-diversity is new to America

- I grew up in the Deep South.
- But NC was part of the Jim Crow South.
- Pure...raw...
- racial segregation.

I was on my way to NAS Oceana (Norfolk) to be trained as a Racial Awareness Facilitator-- 1974



1972-1976: I was living out my oath to
“...defend the (U.S.) constitution against all enemies foreign and domestic.”



**And
yet...**

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- But NC was part of the Jim Crow South.
- Pure...raw...
- racial segregation.

I was on my way to NAS Oceana (Norfolk) to be trained as a Racial Awareness Facilitator-- 1974



Why was racial dialogue training necessary?

Imagine this...

Race riots aboard ships carrying weapons of mass destruction. I don't have to imagine.

January, 1973, onboard the aircraft carrier, USS Intrepid, we had a race-riot that lasted three days.



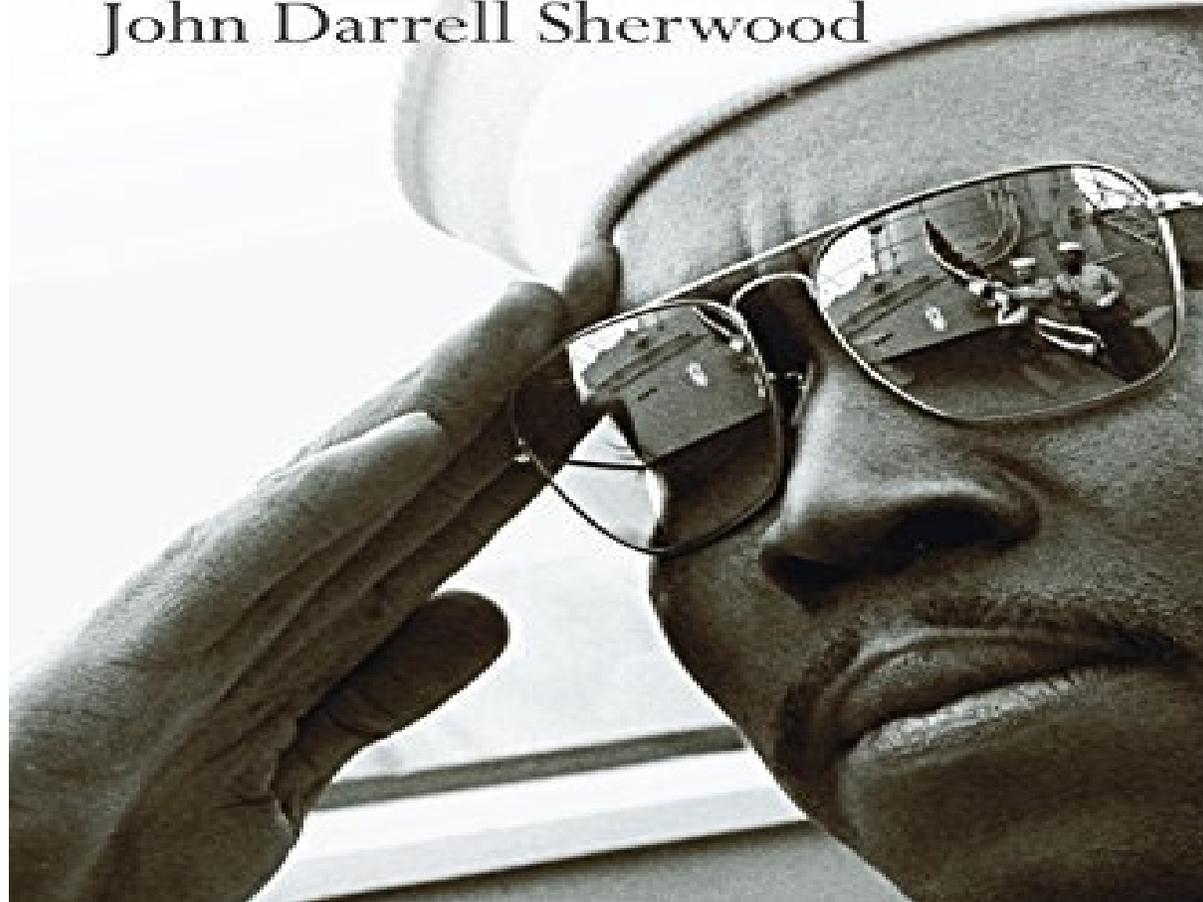
RACIAL UNREST IN THE FLEET DURING THE VIETNAM WAR ERA

BLACK SAILOR, WHITE NAVY

John Darrell Sherwood

**The riot aboard the
USS Intrepid was not a
“one off.”**

**There were 350 major
racial incidents in the
Navy from 1970-1975,
investigated and
documented by the
Pentagon.**



Why was racial dialogue training necessary?

Imagine this...

Race riots aboard ships carrying weapons of mass destruction. I don't have to imagine.

January, 1973, onboard the aircraft carrier, USS Intrepid, we had a race-riot that lasted three days.

Intervention: Racial dialogues

I was one of about 200 enlisted sailors trained to be a Racial Awareness Facilitator (RAFT)



Me at the Intrepid 40 years later



**I get a kick out of
telling my
students...**

...I'm so old...

Neo-diversity is new to America

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Rightly so,

- **...we got rid of those unjust, immoral and unconstitutional laws and customs.**

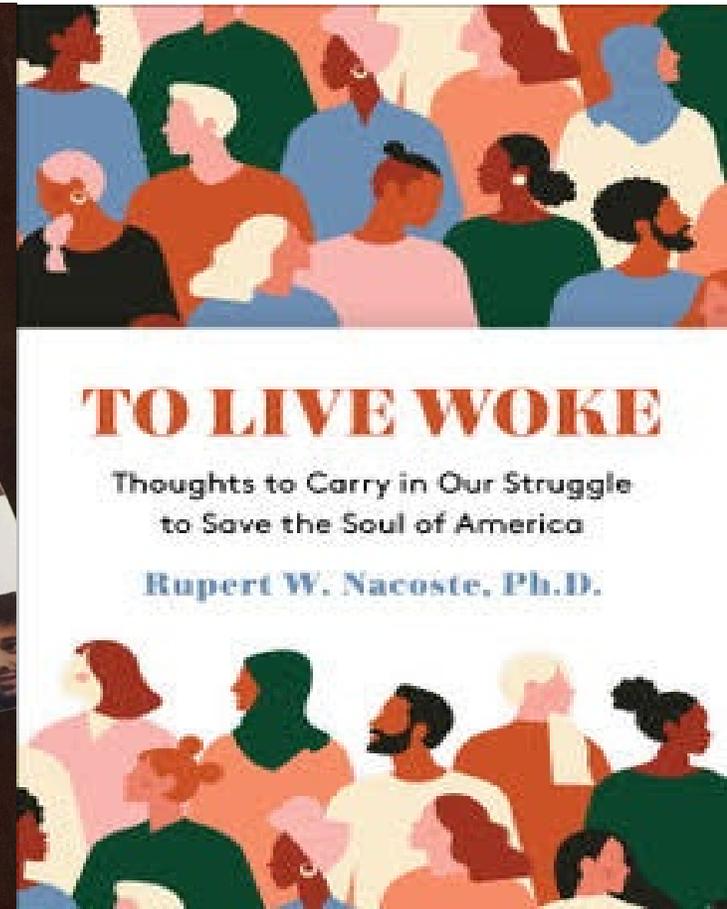
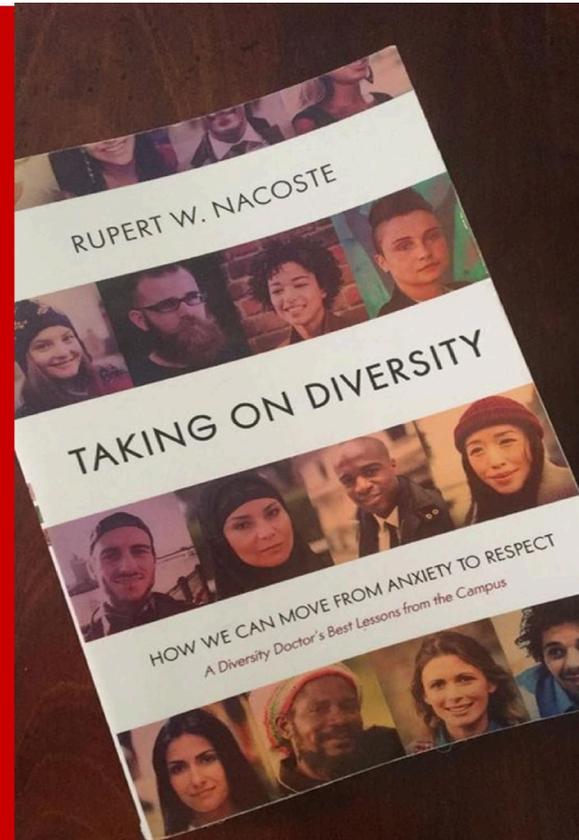
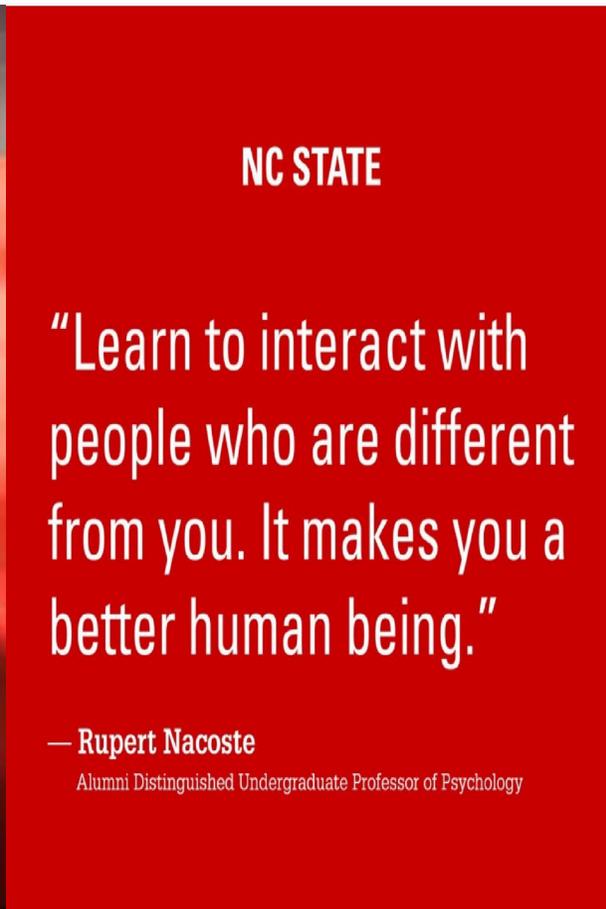
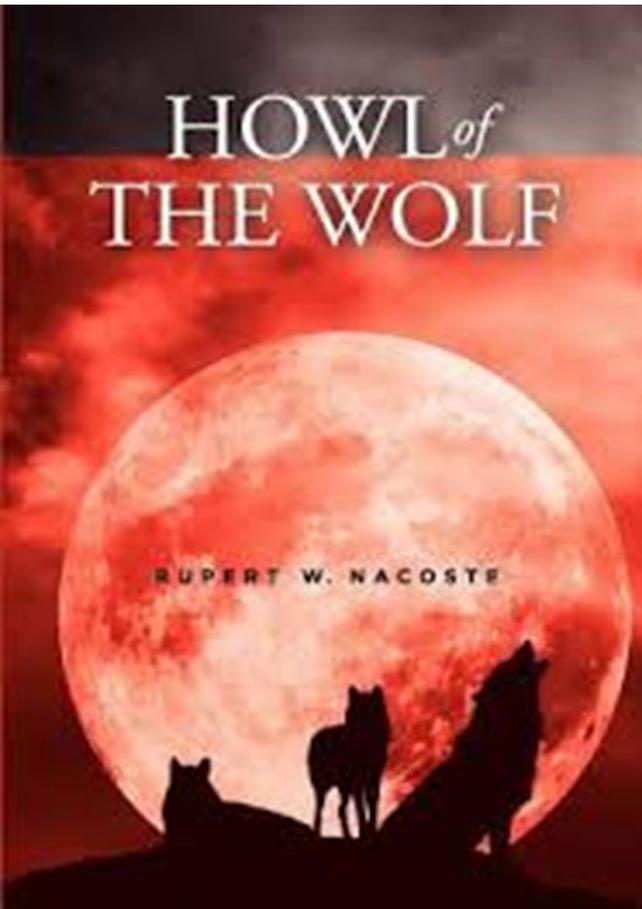
•So...

Welcome to the Age of Neo-diversity

- **The future is not coming. It's here... and now.**

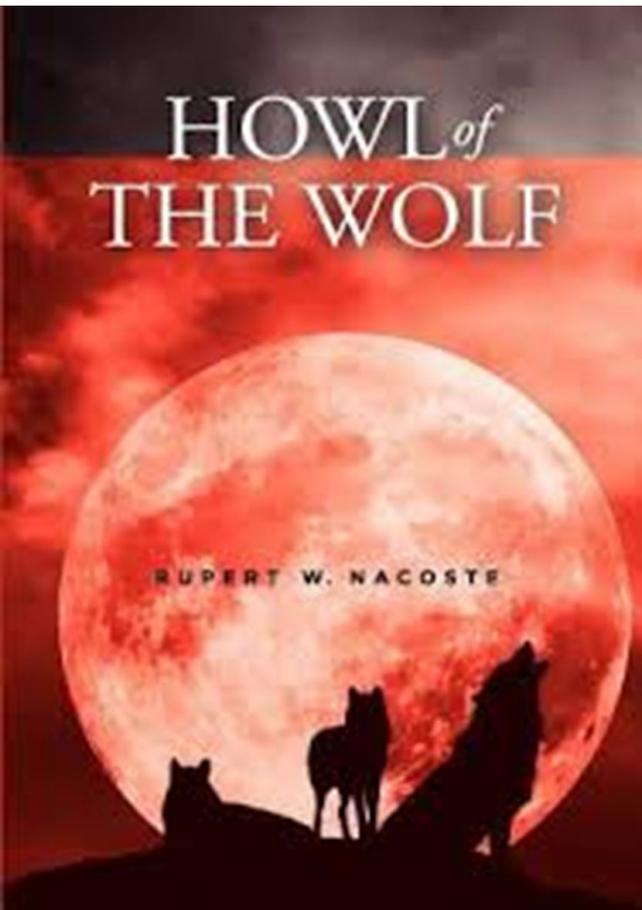
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I have written three books on this topic.



Why?

“Turns out, you see, not knowing how to have respectful social interactions with a person ‘not like me’ is what is tearing at the soul of America.”

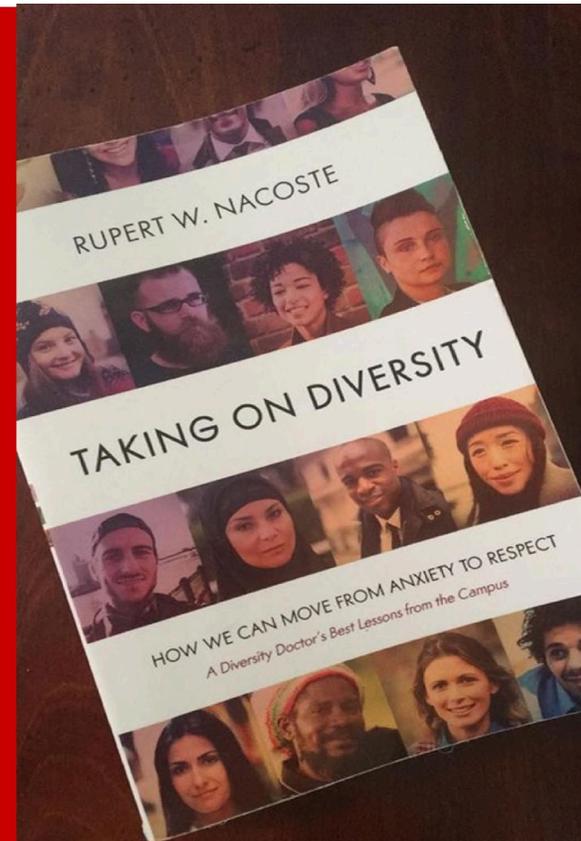


NC STATE

“Learn to interact with people who are different from you. It makes you a better human being.”

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TO LIVE WOKE

Thoughts to Carry in Our Struggle to Save the Soul of America

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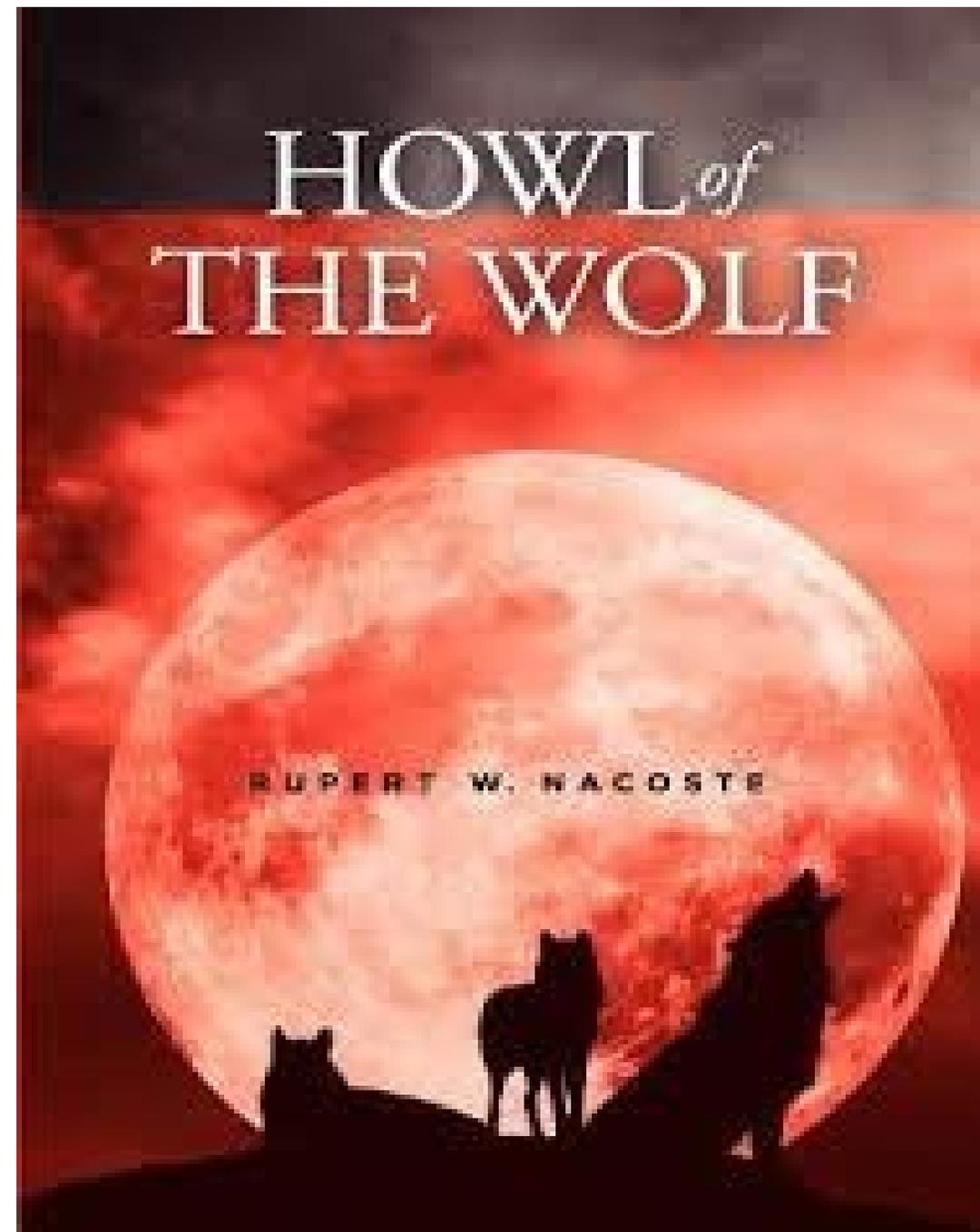
“Howl of the Wolf” was my first book on neo-diversity.

One of my teaching innovations for the course is to have students recall an intense interpersonal-intergroup interaction they have had, and to then report and analyze that interaction-story.

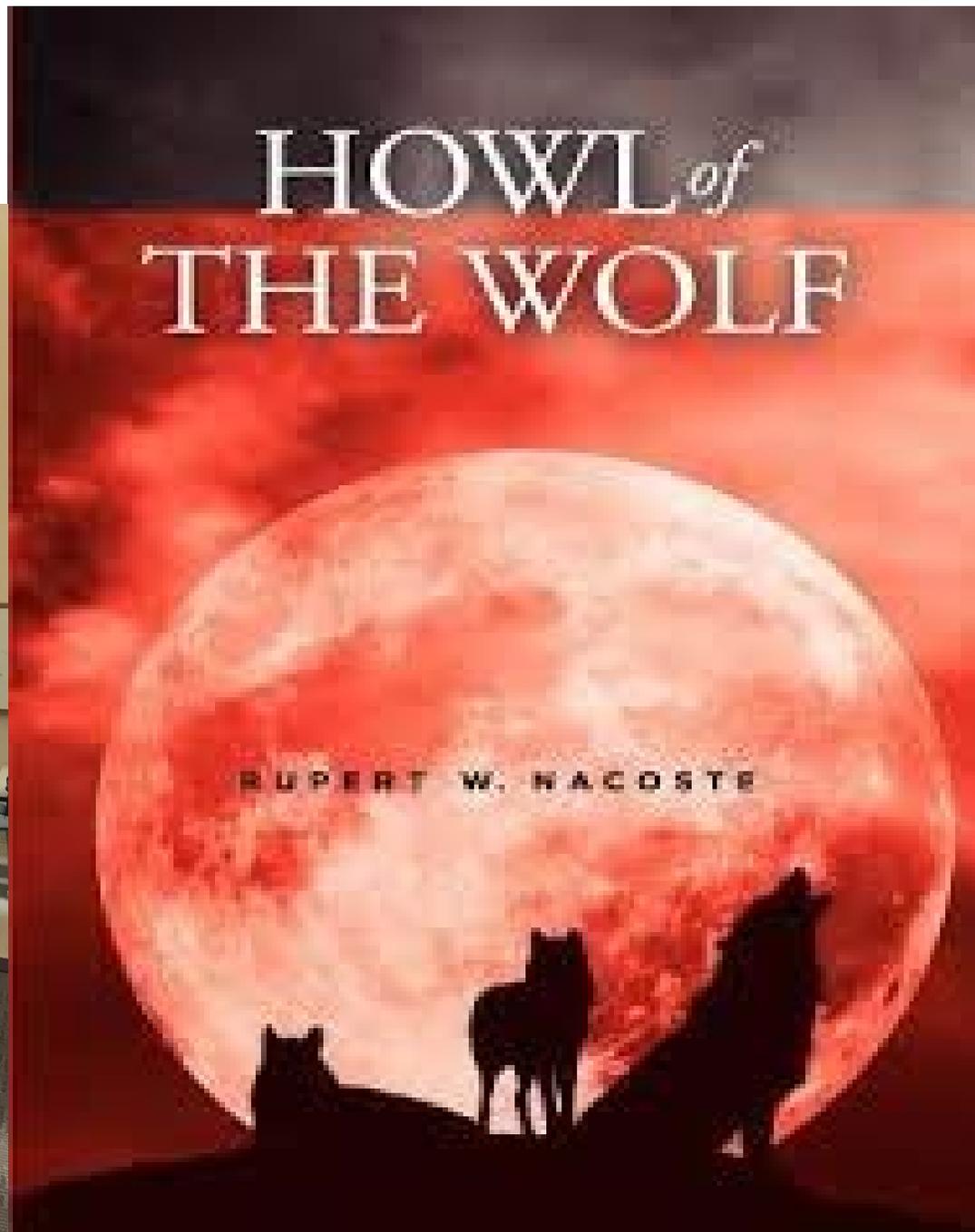
In all of my books on neo-diversity, with their written permission, I use their stories to illustrate the new interpersonal tensions that have been brought into our lives by (unavoidable) neo-diversity.

I do this because personal stories are a way for people to get inside an experience to learn a concept.

I wrote and self-published this book to give away free to NC State students. I have given away about 6,000 copies.



A true neo-diversity mix of students is drawn and enroll in my (elective) “Interpersonal Relationships and Race” course.

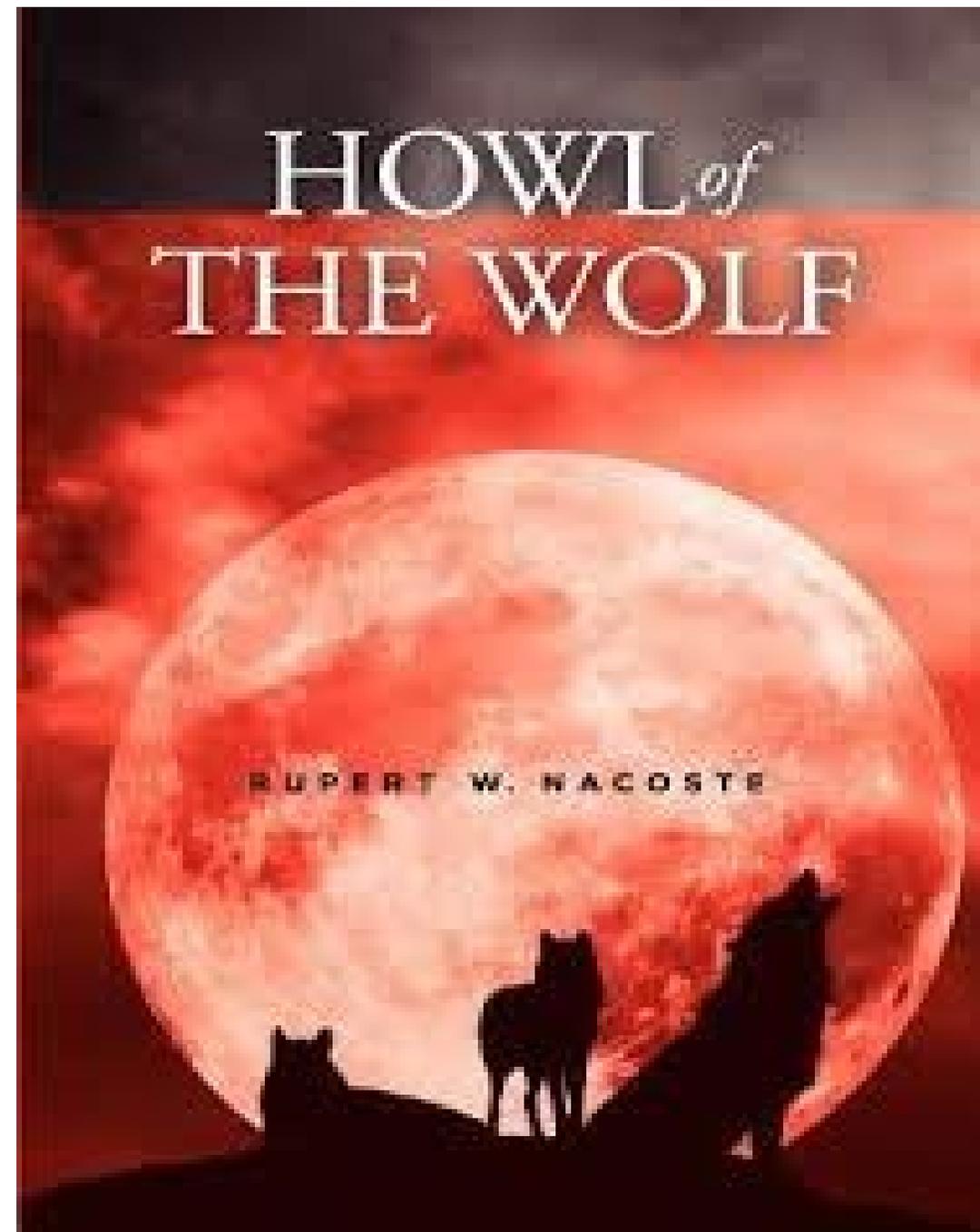


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Here is a reading from “Howl of the Wolf,” Chapter 2, “No Innocent.” Story: “What’s up homie.”



Our “...what’s up homie” story-teller.



What's up Homie?

- **What's the problem?**
- **Never try to interact with a person as a representative of a group.**
- **Race, gender, ethnicity, SES (moneyed, un-moneyed), Gay, lesbian, heterosexual, transgender, person who uses a wheelchair....**
- **Never try because when you do you rely on a STEREOTYPE.**

After “Howl of the Wolf,” (2012) and a few years of teaching “Interpersonal Relationships and Race” and collecting more student stories, in 2015, for a national audience I published my next book on neo-diversity.”

Why?

To help people avoid being trapped by the “back in my day” problem.

No one really wants to turn themselves into...

- ...a “**back in my day**” old man joke...
- ...the way Clint Eastwood did.

You know...

- **“Back in my day we didn't have water. To get water, we had to smash together our own hydrogen and oxygen atoms.”**
- **“Back in my day, we didn't have no rocks. We had to go down to the creek and wash our clothes by beating them with our heads.”**

That's what Clint Eastwood did to himself.

- Mr. Eastwood was asked for his opinion of a few things (then) Presidential candidate Donald Trump had been criticized for saying. Part of Mr. Eastwood's response was...
- "...everybody's walking on eggshells. We see people accusing people of being racist and all kinds of stuff. When I grew up, ***those things weren't called racist.***"

He's right...

- **Born in 1930, a white man coming to the age of maturity—21— in 1951...**
- **...there still had not been the 1954 Brown vs Board of Education Supreme Court decision striking down “...separate but equal...”**
- **The 1964 Civil Rights Act had yet to be thought of.**
- **The 1965 Voting Rights Act was inconceivable**
- **Myself born in 1951, I was growing up in the Jim-Crow South of (“colored and white”) legal (and legally enforced) racial segregation when the law of the land said I was not human enough to be considered equal with whites.**

Back in his day... at colleges and universities like NC State,
...I couldn't even be a student, let alone be a professor.

This is part of the reality of neo-diversity social change I have been alerting NC State Alumni too.

- Mr. Jason King, your Director of Education and Conferences who invited me to speak with you, was a student at NC State; **1992-1996**.
- One of the things I have been alerting Alumni to is this--
- ...anyone who was a student at NCState 20 to 25 years ago, **has no idea who we are now** because “back in the day...”

Back in the day... at colleges and universities like NC State...

I couldn't even be a student, let alone be a professor.

And back in Clint's day colleges and universities like NC State didn't have

- Gay, lesbian, bi-sexual, transgender Center
- Disability Resources Office
- African American Cultural Center
- Women's Center
- Multicultural Student Affairs
- A diversity office

- Why not?

Mr. Eastwood was right because “...back in his day...”

- Black people were less *in the law*
- Women were less *in the law*.
- Gays and lesbians were less *in the law*.
- Physically-challenged people were less *in the law*
- (reminder: Americans with disabilities act was passed in **1995**)

I have been a faculty member at NC State since 1988

- I have part of...
- I have seen the positive...
- ...neo-diversity social changes moving through America and our campus.

So, today I teach...

- *...in the future we are already living in.*
- *We have gone from legal-racial-segregation; race-relations; desegregation; diversity; diversity and inclusion*
- The future is not coming...

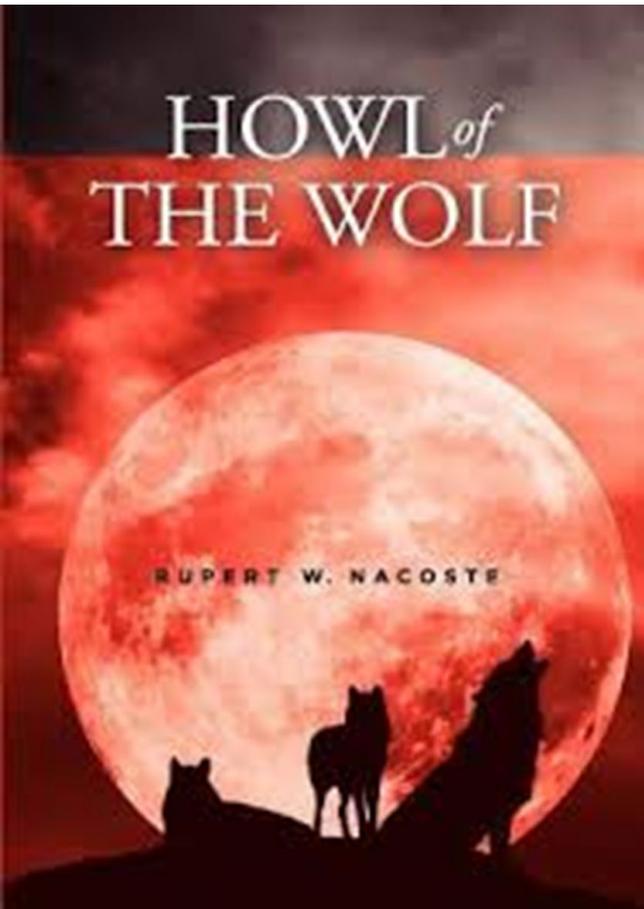
So, today you are county commissioners...

- *...in the future we are already living in.*
- *We have gone from legal-racial-segregation; race-relations; desegregation; diversity; diversity and inclusion*
- The future is not coming...

America

- *...just ain't what it used to be.*
- *Neo-diversity*

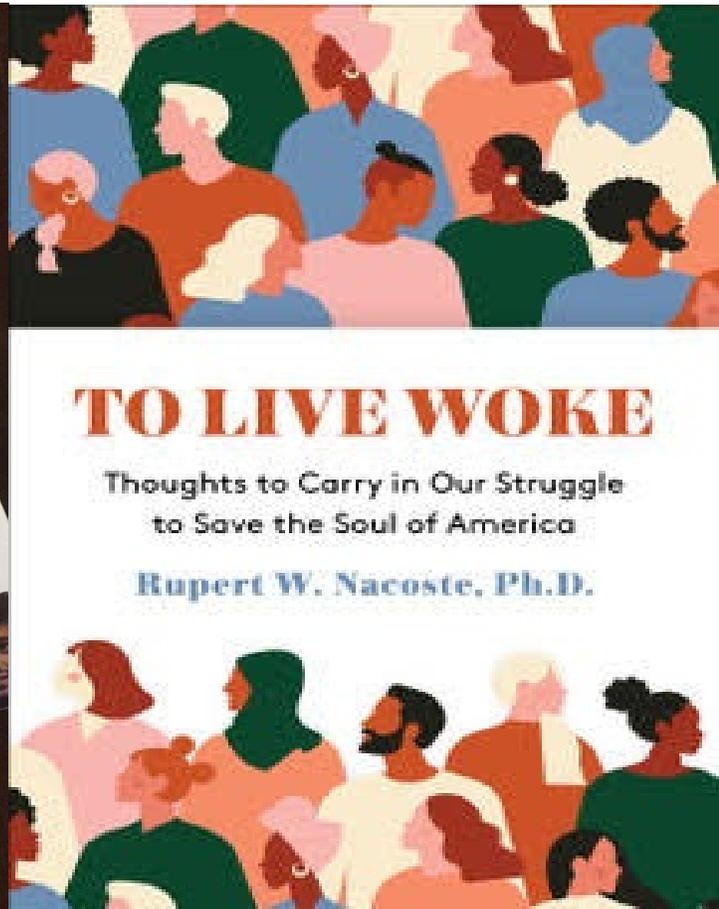
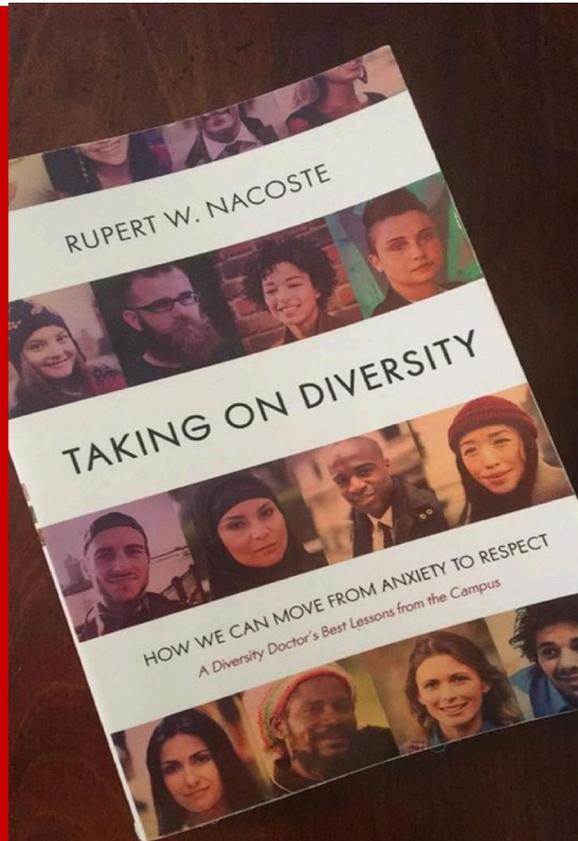
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NC STATE

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That's rapid social change.

- I grew up in the Jim Crow South. I'm still here.
- Yet we have now had a two-term "African American" President.
- Rapid social change; rapid change in the racial situation of America.
- Lots of **anxiety, anger and confusion.**
- **I try to help Americans understand why they have these feelings and confusions.**

That is why in 2015, for a national audience I published my next book on neo-diversity.”

“Taking on diversity: How we can move from anxiety to respect.”

Why?

To help people avoid being trapped by the “back in the day” problem.

To help people avoid language that confuses attempts to have dialogue.

Prejudice is not bigotry is not racism.

Prejudice occurs within an individual as anti-group feelings.

Bigotry is the behavioral (verbal or non-verbal) expression of a group prejudice by an individual.

Racism is institutional and organizational support for individual prejudice and bigotry.



RUPERT W. NACOSTE



TAKING ON DIVERSITY



HOW WE CAN MOVE FROM ANXIETY TO RESPECT

A Diversity Doctor's Best Lessons from the Campus



Racism is never in a person.

When an individual uses a racial slur people cry out “racist”
and I want to cry out:

That’s bigotry!

A former student wrote to me to tell me this happens to him.



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Racism is institutional and organizational support for individual prejudice and bigotry.



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In this age of neo-diversity...
...anyone from any group can engage in bigotry.

- Neo-diversity means there are lots of different potential targets for (prejudice and) bigotry:
- Women, Jews, transgender people, physically-challenged people, gays and lesbians, white males....
- Anybody from any group can engage in bigotry.

Remember:

Neo-diversity is the (new to America) interpersonal situation in which we all have to encounter and interact with people “...not like us” on some group dimension.

Taking on Diversity, Stories of bigotry:

From my students—

Friend reveals something new: “wait, what? So you’re saying your gay!”

Ice cream parlor incident: East-Indian student hears a white grandmother say, “...let’s get out of here before that Paki blows up the place.”

New boyfriend says: “Go do what a woman is supposed to do and make me something to eat.”

SLOW BURN DISSECTION OF NEO-DIVERSITY



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TAKING ON DIVERSITY



HOW WE CAN MOVE FROM ANXIETY TO RESPECT

A Diversity Doctor's Best Lessons from the Campus



**A true neo-diversity mix of students is drawn to and enroll in my (elective)
“Interpersonal Relationships and Race” course.
Fall-2018– Enrollment exploded.**

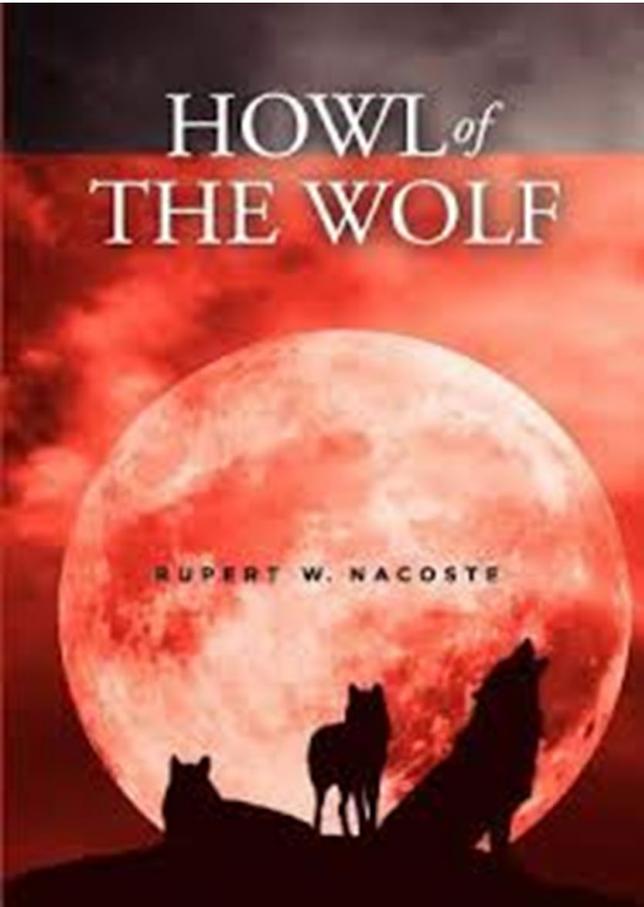


Why the sudden exploding enrollment? What had changed between 2016 and 2018?

American intergroup tensions had gone nuclear.

- Students want to know and understand what is going on?
- Without having a concept beforehand, young people at NC State want to understand tensions about neo-diversity.
- These young people at NC State want to know how to respectfully manage their own interpersonal lives that is filled with people “...not like them.”
- But neo-diversity is not just a challenge to young Americans.

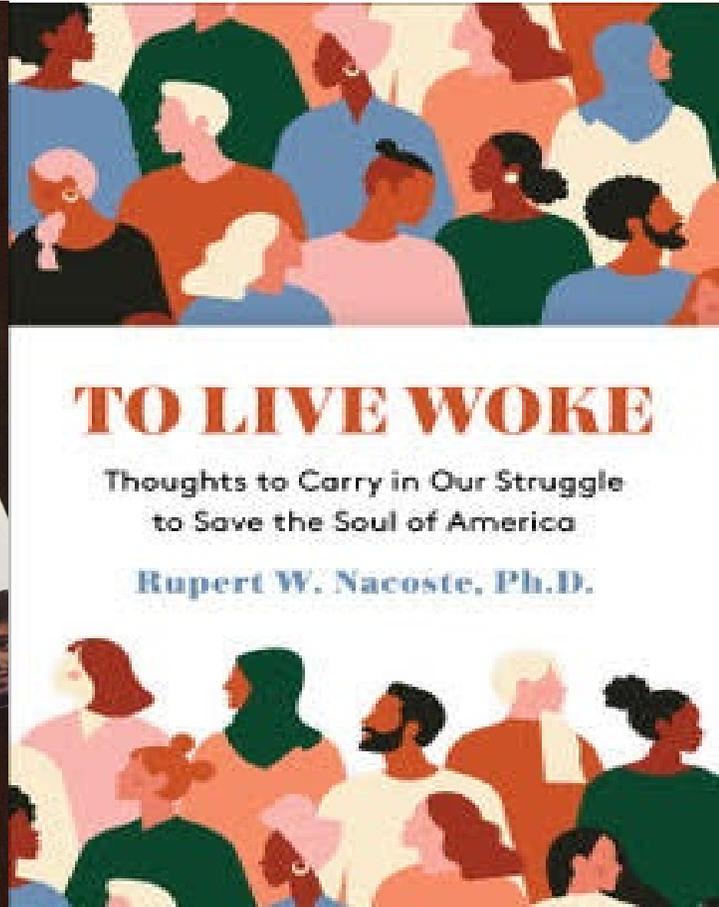
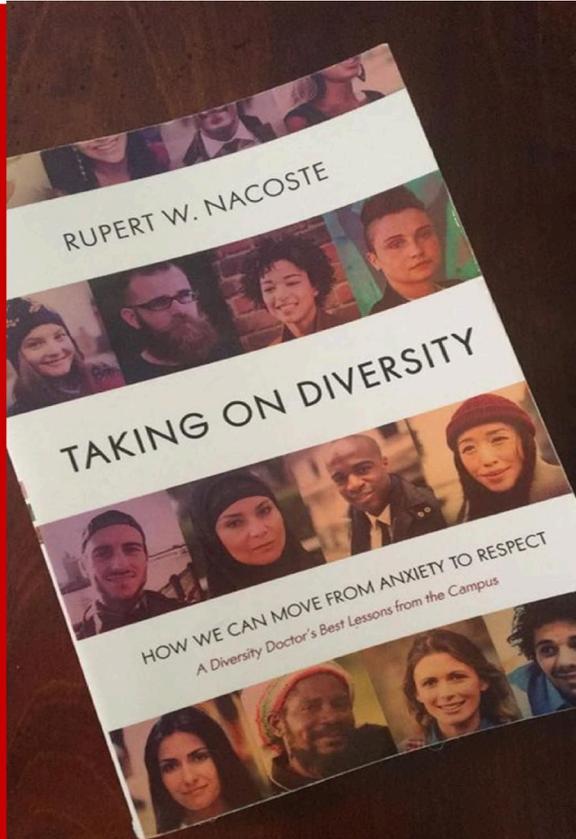
Neo-diversity is the (new to all of America) and to the work and duties of county commissioners. County commissioners are now in an interpersonal situation in which they have to encounter, interact with and represent the interests of people “not like me” on some group dimension. That neo-diversity situation means we all must sometimes interact with persons who do not look like, sound like, believe like or love like “...us.”



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As County Commissioners your work is...

- Institutional
- Not personal. You take an institutional oath:
- "I,, do solemnly swear (or affirm) that I will support and maintain the Constitution and laws of the United States, and the Constitution and laws of North Carolina not inconsistent therewith, and that I will faithfully discharge the duties of my office as, so help me God."

Institutional decisions must now reflect

- **...the neo-diverse voices of the County.**

Institutional decisions ought not be based on...

- ...back in the day... because...
- Back in the day is not a principle.
- Back in the day is **not a principle from which you can develop inclusive public policy**.
- **Back in the day**, your county didn't have the mix of people it has today.
- **Back in the day**, your county commissioner didn't have to serve a neo-diverse mix of people like today **in the future we are already living in**.

The new demand is to make institutional decisions

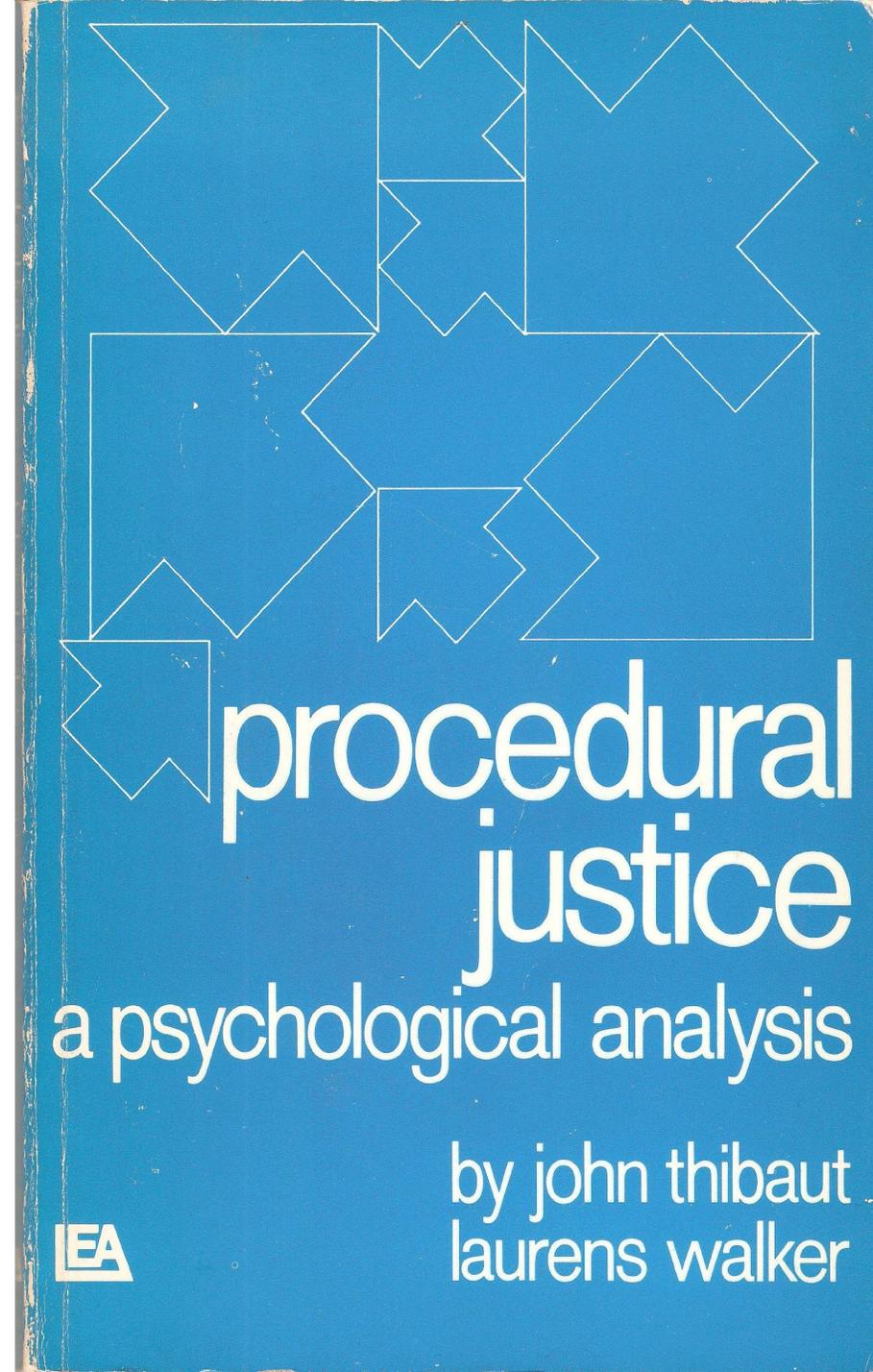
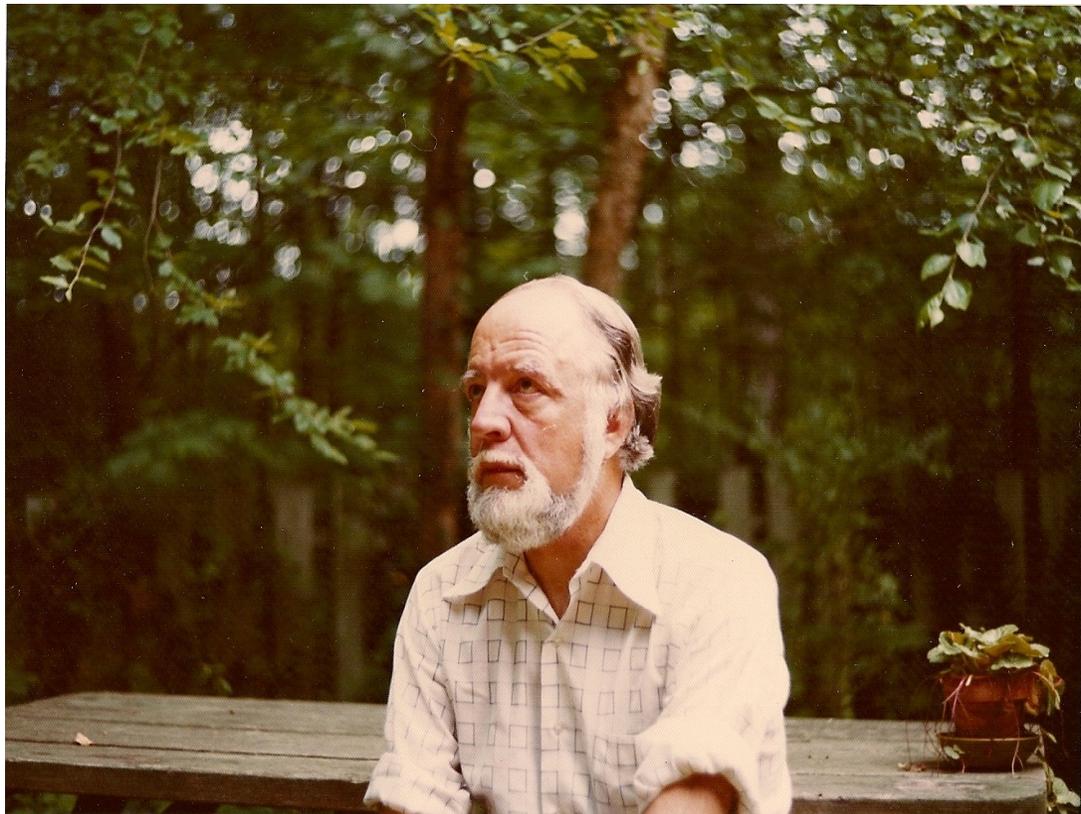
- ...in the context of the future we are already living in.
- ...taking account of a **neo-diversity of voices**.
- ...that are procedurally just.

What is procedural justice?

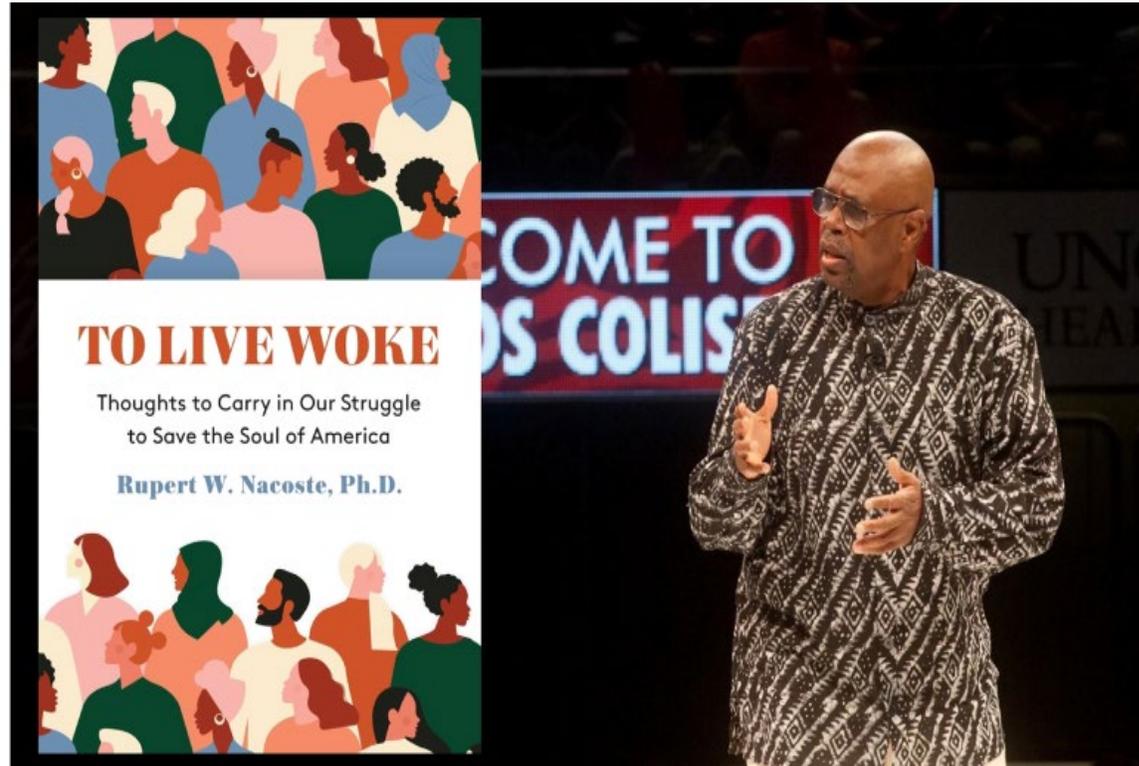
- A social psychological theory of decision making fairness.
- **Fair conflict resolution procedures give each party the opportunity to voice their claims in their own terms.**

John Thibaut, my mentor, was the originator of the theory of procedural justice. He studied and analyzed decision making situations and came up with the theory because, as he wrote:

“...Fair procedures are important because fair procedures ‘...bind up the social fabric and encourage the continuation of productive exchange between individuals.’”



*My third book one neo-diversity was published
June 1, 2020*



- ***To live woke: Thoughts to carry in our struggle to save the soul of America* (Loyola University Baltimore; Apprentice House Press)**

IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY

Neo-diversity is the (new to America) interpersonal situation in which we all have to encounter and interact with people “...not like us” on some group dimension.

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TO LIVE WOKE

Thoughts to Carry in Our Struggle
to Save the Soul of America

Rupert W. Nacoste, Ph.D.



In “To Live Woke” I also use stories from the neo-diversity of students I have taught over the last 15 years—



“Interpersonal Relationships and Race” (elective) course; Spring-2019



IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY

How does neo-diversity apply to the work of County Commissioners?

**Your county...
... just ain't what it used to be.**

Back in the day...

“We used to push, shame, and shush people into the corners using violent-hot muzzles to keep those people quiet. We did it to African Americans. We did it when it came to women’s rights.”

(Chapter 14: High Anxiety)



TO LIVE WOKE

Thoughts to Carry in Our Struggle
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“...but through hard work, with their own hands, members of those groups began to take off the hot muzzles. “...We the people...” with unique voices began to speak loud and proud.

Ripping the hot muzzle off race, “I’m black and I’m proud.”

Dismantling the hot muzzle on sex-of-person, “I am woman hear me roar.”

Pulling off and dropping to the ground and kicking to the side the hot muzzle that had been on sexual orientation, LBGQTQ people have declared, “...Same love.”

**IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY**



TO LIVE WOKE

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Now (because our nation is in a real neo-diverse situation) America is experiencing an emotional, psychological rebound from feeling safe from 'them' to anxiety from seeing 'them' walk out of the corners, and hearing 'them' proclaim their American right to life, liberty, and the pursuit of happiness.

Voices that had been controlled to silence have, with courage, put their hands on the hot muzzle, and with flesh burning ripped it off and begun to speak up...using their voices to cry out for humane treatment and justice."

Black people, women, Latino people, GLBTQ people are raising their voice to say "I live here too.": "I want my voice to be heard too."

That's the situation of your work. That's the situation you have to manage. That the situation in which you must act out your oath.

IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY



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IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY

In that context you have some leftover problems to manage; problems that are the result of past unfair decisionmaking procedures.

Take for example, South Carolina's flying of the Confederate Battle Flag over their state capitol.

Via Facebook, from a former student, I received this question (Chapter 14):

Dr. Nacoste: I was wondering, what was your reaction to the confederate flag being taken down in South Carolina? Do you think that this is the start of better racial equality and is a step forward towards neo-diversity?



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Before I talk you through my response, it is important to ask, “...how did SC end up flying the Confederate Battle Flag on the grounds of the institution of state government?”

- As a military veteran who served to protect and defend the constitution of our UNITED STATES OF AMERICA, I found having that flag fly over state government land and offices offensive.
- That’s different than an individual flying it in their front yard or attaching it to their personal vehicle.
- But the answer to the question is, when this was set up in SC, that state government did not take account of a lot of citizen voices, especially not the voices of black people.
- The question was...

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**IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY**

**Chapter 14: A question about the
confederate battle flag**

From chapter 14, here is part of what I said:

**“Taking down the Confederate Battle Flag
from the grounds of the SC State government
was about recognizing that SC is not a white
state. SC is a state of this union with black
citizens.**

**Same as all the states in our United States of
America, SC is a state in which people of
many different groups are citizens and
interact with each other and the government.”**



TO LIVE WOKE

Thoughts to Carry in Our Struggle
to Save the Soul of America

Rupert W. Nacoste, Ph.D.



Chapter 14: A question about the confederate battle flag

In South Carolina there are citizens from many different racial, sexually oriented, ethnic, bodily conditioned, gendered, religious, and mental health conditioned groups.

So yes, taking down the flag was a move to show respect for that neo-diversity of the SC citizenry. That is to be celebrated.

Now, the SC government and the federal government of our nation must continue to take concrete steps to ensure that our neo-diverse citizens are all shown the respect of equal rights under the law. At least that is how I analyze the situation.

IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH NEO-DIVERSITY



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Now... yep, dealing with those leftover problems...

- ...is **not the end of the story** because,
- ...we must **continue to live and work in the future that is already here.**
- So as a leader in a neo-diverse county, **what are you prepared to do?**



THE
UNTOUCHABLES

Relationship between the beat cop, Malone and the Prohibition agent, Elliot Ness.

**Over and over, Malone challenges Ness:
“What are you prepared to do?”**



You say you want to lead!

What are you prepared to do?

It's easy enough *TO SAY* we will use fair procedures.
It's easy enough TO SAY I will listen to all voices before we make an institutional decision.

- But how will you check-in on yourself?
- What will be your self-guide to ensure you are setting up procedures that give your neo-diverse clients a real chance to be heard?
- Look **people can be irritating**. And depending on their group-membership, we all have the potential to let our irritation “close our ears.” There are no innocent.
- Good intentions will not make anyone immune to prejudice and bigotry.
- As the person representing the institution of the county...
 - **What are you prepared to do?**

The neo-diversity future is not coming. It is here and now.

To be a fair leader in a neo-diverse situation...

- ...you must do some personal work on your social skills for interacting in a neo-diverse workplace with a neo-diverse clientele.

IN YOUR FACE WAKE UP CALL
TO THE AMERICAN STRUGGLE WITH
NEO-DIVERSITY



“With today’s neo-diversity we all must find ways to stop ourselves from using our historical reliance on false, cognitive, intergroup categories.

We must work out this struggle because no matter what, neo-diversity is the social psychological reality we are all living in and must find productive ways to manage in our interpersonal lives.

Our neo-diversity future is not coming...

...it is here and now.”

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That is why I have taken it upon myself to write two books for our national American audience.

And because of those two books...

SLOW BURN
DISSECTION OF NEO-DIVERSITY



RUPERT W. NACOSTE



TAKING ON DIVERSITY



HOW WE CAN MOVE FROM ANXIETY TO RESPECT

A Diversity Doctor's Best Lessons from the Campus



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I have become a herald (of neo-diversity).

- **Yavapai College- Prescott, AZ (October 2017)**
- **University of Georgia- Athens, GA (April 2018)**
- ***Shippensburg University- Shippensburg, PA (October 2018)***
- **University of Nebraska-Lincoln, Lincoln, NA (March 2019)**
- **Appalachian College Association, Emory & Henry College, Emory, VA (June 2019)**

I have become a herald (of neo-diversity)

- Shippensburg University
(Shippensburg, PA)

My Shippensburg University hosts



RUPERT NACOSTE

MONDAY, OCTOBER 22, 2018

5:00 - 6:00PM • OLD MAIN CHAPEL

GETTING ALONG AT THE TABLE OF A NEO-DIVERSE CAMPUS:

How We Can Move From Anxiety to Respect

After decades of research on the social psychology of affirmative action, DR. RUPERT NACOSTE has recently developed a model of neo-diversity based on the theory of interpersonal-independence, a concept developed by Nacoste's former instructor John W. Thibaut. Having earned his PhD in psychology from University of North Carolina, Chapel Hill, in 1982, Nacoste currently serves as an alumni distinguished undergraduate professor in the Department of Psychology at North Carolina State University. His long list of achievements includes the publication of his memoir, *Making Gumbo in the University*, in which Nacoste reflects on his time as vice provost for diversity and African American affairs. For the past thirty years, Dr. Nacoste has been committed to conducting research and participating in public service focused on developing systematic understanding of the social psychology of social change in society.

Sponsored by the Climate Survey Workgroup, Office of Accessibility Resources, and Office of Social Equity.

Free and open to the public —
no RSVP is needed. Shp
students please be prepared to
present ID for admittance.

For more information,
contact Carlesha Halkias
at cghalkias@ship.edu.



*I never know who I am going to meet and interact with on these trips.
Here is a random encounter at Shippensburg.*

But what did I actually
do while I was there?

“To Live Woke,”
Chapter 44,
“Heralding Neo-
Diversity.”



**Shippensburg
Mascot is “Big
Red”** a red-tail
hawk wearing a
pirates hat

**Me with students in
one of the classes I
spoke with at
Shippensburg
University**

**Five tips to help you
interact well, interact
productively, in our
neo-diverse campuses.**

**“To Live Woke,”
Chapter 44,
“Heralding Neo-Diversity”**



Tip 1: *Never try to interact with a person as a representative of a group.*

The (Shippensburg) students agreed with me that **this** was the most basic starting point because it means “...don’t rely on stereotypes.”



Tip 2: Go slow.

When I let those (Shippensburg) students know that **my approach to all that is going on is interpersonal**, I informed them of one of the discoveries from social psychology is that in social interaction, (a) self-disclosures should come slowly as if peeling and onion, and (b) self-disclosures should be asked for slowly. That adds up to the “...go slow” rule for **cop**ing with **neo-diversity anxiety**. The students liked that.



Tip 3:
Live with the anxiety.

Too often, we talked about, we try to get past our anxiety and that's when we "...make it worse." We blurt out an inappropriate question, like "...What are you?" Instead, it's better to acknowledge to yourself you are feeling anxious and then remind yourself to follow rule 2: go slow and live with the anxiety for a while.



Tip 4 :
Agree to disagree.

Meeting new people means encountering people with different approaches to living life in the social world; for example, different political beliefs. **Other people have their own social histories and experiences.** From their experiences, those “other people” have already come to some of their opinions, just as you have. **Agree to disagree without being competitive, without feeling threatened, without attacking the other person. In other words, expect to encounter disagreements; expect to be surprised.**



Tip 5: Learning conversations.

Since on campus, and in life, you will be meeting a mix of new people, **make your conversations, learning conversations.**

How? (A) Avoid relying on stereotypes (and stereotyped questions; what do you do for a living? Try, "...what keeps you busy?"). (B) Go slow; interact with the intent to learn what the other person is willing to tell you. (C) Live in the moment, live with the anxiety. (D) Agree to disagree; no one is going to change anybody in the moment, so learn how people think without trying to change how they think or what they think.

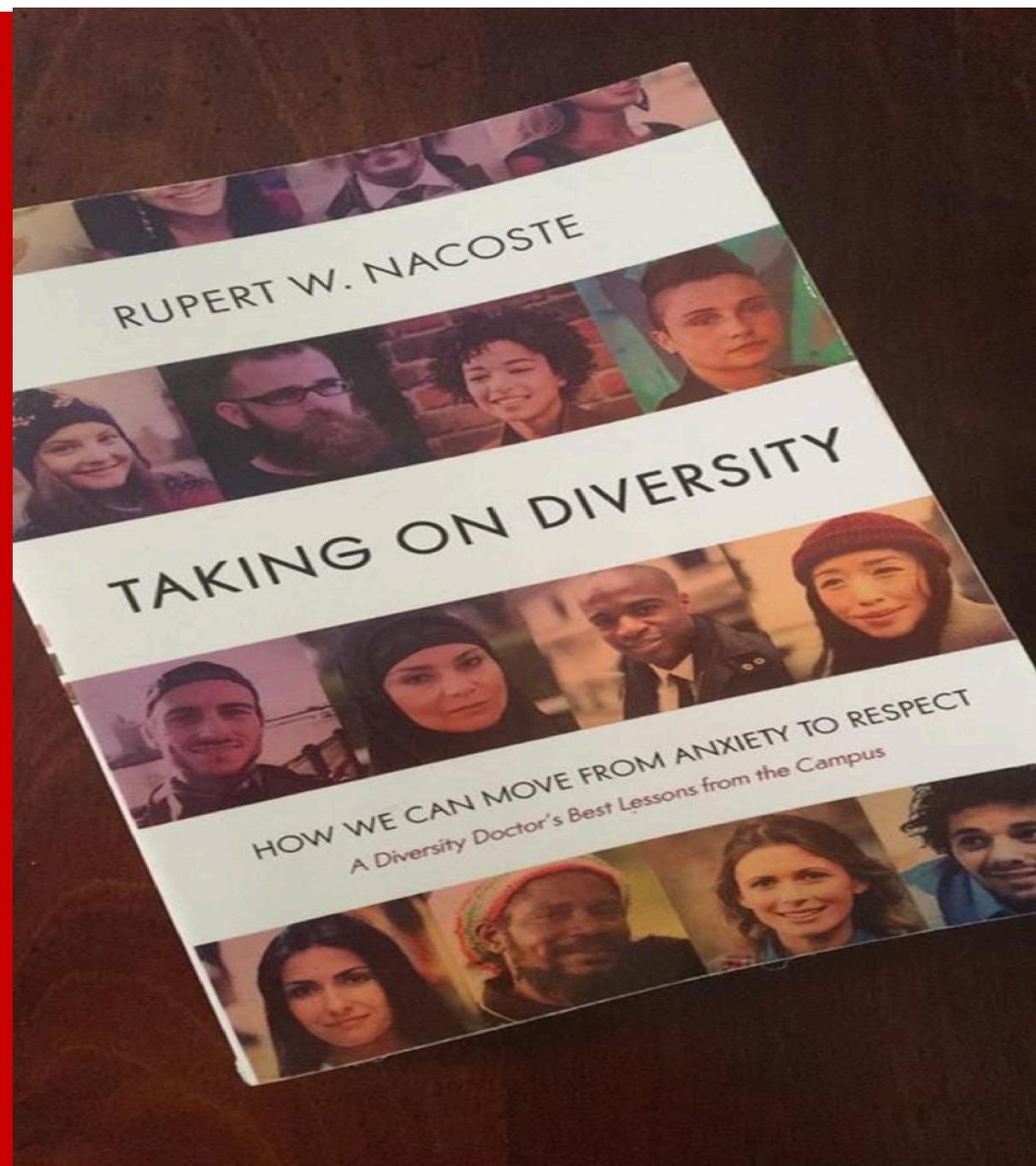


NC STATE

“Learn to interact with people who are different from you. It makes you a better human being.”

— **Rupert Nacoste**

Alumni Distinguished Undergraduate Professor of Psychology



Remember...

- Neo-diversity is not about “who.”
- Neo-diversity is a “*what.*”
- Neo-diversity is the interpersonal situation we all live and work in, in which we have to encounter and sometimes interact with people from many different groups.
- And keep in mind...



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Neo-diversity

- ...can cause **interpersonal-anxiety**
- ...**anxiety** about who are among the 'we' and who are among the 'they.'
- ...**anxiety** about how to interact with "...them."
- ...**anxiety** that can activate **bigotry**.

Knowing that...

- ***Practice*** incorporating the Five Tips into all of your everyday social interactions, but especially your professional social interactions with whomever might be your clients.
- *Live woke!*



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Thank you.