

## **WORKING TOWARD A MICROAGGRESSION FREE ZONE**

### **M/MPBP Commitment, Norms, and Expectations**

M/MPBP is committed to a respectful, inclusive, and safe environment (RISE) in the workplace. Negative micro-messages and insults can decrease productivity, cause discord and stress among staff, and disrupt work relationships and environments. Through this commitment, M/MPBP has established staff norms and expectations to follow when interacting with each other, and with colleagues within M Bureau and throughout USAID. These staff norms and expectations are internal to M/MPBP. However, everyone has a role on the [Roadmap for Navigating Microaggressions in the Workplace](#).

1. If you are comfortable, **acknowledge** your opportunity to address a negative micro-message or insult by pausing the interaction and naming what is happening no matter how insidious the action may seem.
2. **Be respectful and expect respect** in all forms of interactions and engagement—in person, virtual, or digital.
3. Respectfully **speak up** when negative micro-messages and insults occur in your presence or if someone directs them towards you (if you are comfortable). An M/MPBP acknowledged way to pause is by verbally raising a “purple flag” to signal that a negative micro-message, insult or action is taking place.
4. **Be an ally** when witnessing a colleague who is a receiver of a negative micro-message, insult, or action. Support the receiver and validate their experience.
5. **Get to know your colleagues**, and commit to be respectful of all cultures, beliefs, and identities. Address people by their preferred names and pronouns. Ask thoughtful questions to increase awareness about colleagues and celebrate diversity and inclusion.
6. **Assume positive intent and ask open-ended questions.** Refrain from making negative and poorly informed comments and inappropriate gestures towards colleagues.
7. **Be receptive and open to feedback** when a colleague brings a negative micro-message or insult to your attention, whether it was intentional or unintentional. Do not minimize the incident or respond reactively, rather listen and reflect on your actions.
8. **Apologize.** Understanding that it is not the intent but the impact of the message that is important, accept responsibility and commit to sincerely apologize for your messages and actions if a colleague receives them as an insult or disrespectful.
9. **Lead by example.** As a supervisor or leader, promote a RISE atmosphere that values all staff equally and equitably. If a colleague makes you aware of an instance where you delivered a negative micro-message or insult to staff, commit to pause, breathe, reflect, and not retaliate against the staff.
10. **Grow and learn** as norms and situations change. Commit to learning skills and growing your ability to be respectful to all persons, at all times, and in all situations within and beyond the workplace.