



A TOOLBOX

FOR
ADVANCING
EQUITY,
DIVERSITY, &
INCLUSION



Hello Arizona REALTORS®,

I am Torey Gannon, the 2023 Equity, Diversity, & Inclusion Committee Chair. You are about to review our Equity, Diversity, & Inclusion toolbox. This toolbox was created to give resources on how to promote Equity, Diversity, & Inclusion.

Diversity isn't a buzzword or a nice-to-have; it's an absolute priority that shapes your business functions and your brand's perception. Thank you for taking the time to make EDI a priority.

Thank you,

Torey Gannon

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Fairhaven is **LIVE!**



NAR's New Interactive Fair Housing Simulation

Available to all 1.5+ million NAR members, this interactive online training uses the power of storytelling to help REALTORS® identify, prevent, and address discriminatory practices in real estate.

In the fictional town of Fairhaven, agents work against the clock to sell homes while confronting realistic scenarios where discrimination can occur.

Visit Fairhaven.realtor



NEWS DAY

LONG ISLAND DIVIDED

25

UNDERCOVER
TESTERS TRAINED

93

REAL ESTATE
AGENTS TESTED

240

HOURS OF MEETINGS
SECRETLY RECORDED

In one of the most concentrated investigations of discrimination by real estate agents in the half-century since enactment of America's landmark fair housing law, Newsday found evidence of widespread separate and unequal treatment of minority potential homebuyers and minority communities on Long Island.

After a 3-year investigation, Newsday's investigation uncovered widespread evidence of unequal treatment by real estate agents on Long Island: 19% of the time against Asians, 39% against Hispanics, and 49% against Blacks.

Click [here](#) to continue reading the article.

Click to play



2023 DIVERSITY AWARENESS CALENDAR

JANUARY

National Poverty in America Awareness Month

1/4-National Braille Day
1/15-World Religion Day
1/16-MLK Day
1/27-International Holocaust Remembrance Day

FEBRUARY

Black History Month Ethnic Equality Month

2/1-National Freedom Day
2/20-World Day of Social Justice
2/22-Lunar New Year

MARCH

Women's History Month Gender Equality Month Developmental Disabilities Awareness Month

3/1-Zero Discrimination Day
3/8-International Women's Day
3/11-World Day of Muslim Culture, Peace, Dialogue, and Film
3/21- World Down Syndrome Day
3/22-Ramadan begins
3/25-International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade
3/31-International Transgender Day of Visibility

APRIL

Autism Awareness Month National Deaf History Month Celebrate Diversity Month

4/14-National Day of Silence
4/19-Youth Homelessness Matters Day
4/21-Ramadan Ends

MAY

Asian Pacific American Heritage Month

5/5-Cinco de Mayo
5/16-National Honor LGBT Elders Day
5/17-International Day Against Homophobia, Transphobia, and Biphobia
5/21 -World Day for Cultural Diversity for Dialogue and Development
5/22-Harvey Milk Day

JUNE

Black Music Month Pride Month (LGBTQIA+)

6/11-Race Unity Day
6/19-Juneteenth
6/20-World Refugee Day

JULY

Disability Pride Month

7/18-Nelson Mandela International Day
7/26-National Disability Day
7/30-International Friendship Day

AUGUST

National Civility Month

8/9-International Day of World's Indigenous People
8/19- World Humanitarian Day
8/23-International Day for the Remembrance of the Slave Trade and its Abolition
8/26-Women's Equality Day

SEPTEMBER

Hispanic Heritage Month National Guide Dog Month

9/21-International Day of Peace
9/23-Bi-Visibility Day
9/23-International Day of Sign Language

OCTOBER

Bullying Prevention Month Disability Employment Awareness Month

LGBTQIA+ History Month
10/15-White Cane Safety Day (Blind Awareness)
10/22-International Stuttering Awareness Day
10/26 -Intersex Awareness Day
10/31-Día de Los Muertos begins

NOVEMBER

National Native American Heritage Month

11/13-World Freedom Day
11/16-International Day for Tolerance
11/19-International Men's Day
11/20-Transgender Day of Remembrance
11/25-International Day for the Elimination of Violence Against Women

DECEMBER

HIV/AIDS Awareness Month

12/3-International Day for People with Disabilities
12/10-International Human Rights Day
12/18-Hanukkah begins at sunset
12/20 -International Human Solidarity Day
12/26-Kwanzaa begins



GLOSSARY

The purpose of this selected Glossary is to strengthen our understanding and use of common Equity, Diversity, and Inclusion (EDI) terminology that supports the building of a robust EDI state system that is a coordinated and comprehensive system, where all members of the community can thrive in diverse, equitable, and inclusive environments.

Able-ism

The belief that disabled individuals are inferior to non-disabled individuals leading to discrimination toward and oppression of individuals with disabilities and physical differences.

Bias

Prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.

Bigotry

An unreasonable or irrational attachment to negative stereotypes and prejudices.

BIPOC

(Pronounced “bye-pock”), A term referring to “Black and/or Indigenous People of Color.” While “POC” or People of Color is often used as well. BIPOC explicitly leads with Black and Indigenous identities, which helps to counter anti-Black racism and “invisibilization” of Native Communities.

Conscious Bias

Refers to our attitudes and beliefs about a person or group on a conscious level. Much of the time, these biases and their expression arise as the direct result of a perceived threat. When people feel threatened, they are more likely to draw a group boundary to distinguish themselves from others.

Cultural Appropriation

The adoption or theft of icons, rituals, aesthetic standards, and behavior from one culture or subculture by another. It is generally applied when the subject culture is a minority culture or somehow subordinate in social, political, economic, or military status to approaching culture. This “appropriation” often occurs without any fundamental understanding of why the original culture took part in these activities, often converting culturally significant artifacts, practices, beliefs, and culture, giving them a significance that is entirely different/less nuanced than they would originally have had.

[1] <https://www.racialequitytools.org/glossary>

Culture

The pattern of daily life learned consciously and unconsciously by a group of people. These patterns can be seen in language, governing practices, arts, customs, holiday celebrations, food, religion, dating rituals, and clothing.

Disability

An impairment that may be cognitive, developmental, intellectual, mental, physical, sensory, or some combination of these. It substantially affects a person's life activities and may be present from birth or during their lifetime.

Discrimination

The denial of justice and fair treatment by individuals and institutions in many areas, including employment, education, housing, banking, and political rights. Discrimination is an action that can follow prejudiced thinking.

Domestic Partner

Either member of an unmarried, cohabiting, straight, and same-sex couple that seeks benefits usually available only to spouses.

Dominant Culture

The cultural values, beliefs, and practices that are assumed to be the most common and influential within a given society.

Equality

A state of affairs in which all people within a specific society or isolated group have the same status in certain respects, including civil rights, freedom of speech, property rights, and equal access to certain social goods and services.

Equity

Takes into consideration the fact that social identifiers (race, gender, socioeconomic status, etc.) affect equality. In an equitable environment, an individual or a group would be given what was needed to give them equal advantage. This would be different from what others were receiving. It could be more or different.

Ethnicity

A social construct that divides individuals into smaller groups based on characteristics such as a shared sense of group or membership, values, behavior patterns, language, political and economic interest, history, and ancestral geographical base.

First Nation People

Individuals who identify as those who were the first people to live on the Western Hemisphere continent. People also identified as Native Americans.

Gender Dysphoria (Gender Identity Disorder)

Significant clinical distress caused when a person's assigned birth gender is not the same as the one with which they identify.

Gender Expression

External manifestations of gender expressed through a person's name, pronouns, clothing, haircut, behavior, voice, and or body characteristics.

[1] <https://www.pacificu.edu/life-pacific/support-safety/office-equity-diversity-inclusion/edi-resources/glossary-terms>

Gender Fluid

A person who does not identify with a single fixed gender; of or relating to a person having or expressing a fluid or unfixed gender identity.

Gender Identity

Your internal sense of self; how you relate to your gender(s).

Gender Non-Conforming

A broad term referring to people who do not behave in a way that conforms to the traditional expectations of their gender or whose gender expression does not fit into a category.

Gender Queer

Reject notions of static categories of gender and embrace a fluidity of gender identity and often, though not always, sexual orientation. People who identify as “genderqueer” may see themselves as male or female aligned, neither male nor female, or as falling completely outside these categories.

Hispanic

Describes people, descendants, and cultures of Spanish-speaking countries, including many Latin American countries and Spain.

Implicit Bias

Also known as unconscious or hidden bias, implicit biases are negative associations people unknowingly hold. They are expressed automatically without conscious awareness. Many studies have indicated that implicit biases affect individuals’ attitudes and actions, thus creating real-world implications, even though individuals may not even be aware that those biases exist within themselves. Notably, implicit biases have been shown to trump individuals’ stated commitments to equality and fairness, thereby producing behavior that diverges from the explicit attitudes that many people profess.

Imposter Syndrome

Refers to individuals' feelings of not being as capable or adequate as others. Common symptoms of the impostor phenomenon include feelings of phoniness, self-doubt, and inability to take credit for one's accomplishments. The literature has shown that such impostor feelings influence a person's self-esteem, professional goal directed-ness, locus of control, mood, and relationships with others.

Inclusion

Authentically bringing traditionally excluded individuals and/or groups into processes, activities, and decision/policy making in a way that shares power.

Inclusive Language

Refers to non-sexist language or language that includes all persons in its references. For example, "a writer needs to proofread his work" excludes females due to the masculine reference of the pronoun. Likewise, "a nurse must disinfect her hands" is exclusive of males and stereotypes nurses as females.

Institutional Bias

A tendency for the procedures and practices of institutions to operate in ways that result in certain social groups being advantaged or favored and others being disadvantaged or devalued. This need not be the result of any conscious prejudice or discrimination but rather of the majority simply following existing rules or norms.

Institutional Racism

The perpetuation of discrimination on the basis of "race" by political, economic, or legal institutions and systems.

Intersectionality

An approach largely advanced by women of color, arguing that classifications such as gender, race, class, and others cannot be examined in isolation from one another; they interact and intersect in individuals' lives, in society, in social systems, and are mutually constitutive. Exposing [one's] multiple identities can help clarify how a person can simultaneously experience privilege and oppression. For example, a Black woman in America does not experience gender inequalities in the same way as a white woman, nor racial oppression identical to that experienced by a Black man. Each race and gender intersection produces a qualitatively different life.

LGBTQIA+

Acronym encompassing the diverse groups of lesbians, gay, bisexual, transgender, intersex, and asexual and/or corresponding queer alliances/associations. It is a common misconception that the "A" stands for allies/ally. The full acronym is "Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, with all other queer identities that are not encompassed by the letters themselves being represented by the "+."

Marginalization

A social process by which individuals or groups are (intentionally or unintentionally) distanced from access to power and resources and constructed as insignificant, peripheral, or less valuable/privileged to a community or "mainstream" society.

Marginalized

Excluded, ignored, or relegated to the outer edge of a group/society/community.

Microinvalidation

Communications that subtly exclude, negate or nullify the thoughts, feelings, or experiential reality of a person of color. For instance, white individuals often ask Asian Americans where they were born, conveying that they are perpetual foreigners in their land.

Micro-Aggressions

Commonplace daily verbal, behavioral, or environmental indignities that communicate hostile, derogatory racial slights, whether intentional or unintentional. These messages may be sent verbally, ("You speak good English"), non-verbally (clutching one's purse more tightly around people from certain race/ethnicity), or environmentally (symbols like the confederate flag or using Native American mascots). Such communications are usually outside the level of conscious awareness of perpetrators.

Micro-Insults

Verbal and nonverbal communications subtly convey rudeness and insensitivity and demean a person's racial heritage or identity. An example is an employee who asks a colleague of color how she got her job, implying she may have landed it through an affirmative action or quota system.

Multicultural

Relating to or constituting several cultural or ethnic groups within a society.

Multicultural Feminism

The advocacy of women's rights on the ground of the equality of the sexes within cultural/ethnic groups within a society.

Non-Binary/Gender Queer/Gender Variant

Terms used by people who experience their gender identity and/or gender expression as falling outside the categories of man and woman.

Oppression

Results from the use of institutional power and privilege where one person or group benefits at the expense of another. Oppression is the use of power and the effects of domination.

Pansexual

Refers to the potential for sexual attraction or romantic love toward people of all gender identities and biological sexes. The concept of pansexuality deliberately rejects the gender binary and derives its origin from the transgender movement.

People of Color

A collective term for men and women of Asian, African, Latin, and Native American backgrounds, as opposed to the collective "White" for those of European ancestry.

Personal Identity

Our identities as individuals include our personal characteristics, history, personality, name, and other characteristics that make us unique and different from other individuals.

Prejudice

A prejudgment or preconceived opinion, feeling, or belief, usually negative, often based on stereotypes, that includes feelings such as dislike or contempt and is often enacted as discrimination or other harmful behavior; OR, a set of negative personal beliefs about a social group that leads individuals to prejudge individuals from that group or the group in general, regardless of individual differences among members of that group.

Privilege

Unearned access to resources (social power) is only readily available to some individuals due to their social group.

Race

A social construct that artificially divides individuals into distinct groups based on characteristics such as physical appearance (particularly skin color), ancestral heritage, cultural affiliation or history, ethnic classification, and/or the social, economic, and political needs of a society at a given period. Scientists agree that there is no biological or genetic basis for racial categories.

Racial Equity

The condition that would be achieved if one's racial identity is no longer predicted, in a statistical sense, how one fares. When this term is used, the term may imply that racial equity is one part of racial justice, and thus also includes work to address the root causes of inequities, not just their manifestations. This consists of eliminating policies, practices, attitudes, and cultural messages that reinforce differential outcomes by race or fail to eliminate them.

Racial Inequity

When two or more racial groups are not standing on approximately equal footing, such as the percentages of each ethnic group in terms of dropout rates, single-family home ownership, access to healthcare, etc.

Racial Profiling

The discriminatory practice of targeting individuals for suspicion of crime based on the individual's race, ethnicity, religion, or national origin.

Racial Trauma

Trauma, or race-based stress, comes from dealing with racial harassment, racial violence, or institutional racism. Can result from significant experiences of racism, such as workplace discrimination or hate crimes, or it can be the result of the accumulation of many minor occurrences, such as microaggressions.

Racism

The belief that different races possess distinct characteristics, abilities, or qualities, especially so as to distinguish them as inferior or superior to one another.

Racist

Prejudiced against or antagonistic toward a person or people based on their membership in a particular racial or ethnic group, typically one that is a minority or marginalized.

Reparations

States have a legal duty to acknowledge and address widespread or systematic human rights violations, in cases where the state caused the violations or did not seriously try to prevent them. Reparations initiatives seek to address the harms caused by these violations. They can take the form of compensating for the losses suffered, which helps overcome some of the consequences of abuse. They can also be future-oriented—providing rehabilitation and a better life to victims—and help to change the underlying causes of abuse. Reparations publicly affirm that victims are rights-holders entitled to redress.

Sexual Orientations

A person's identity in relation to the gender or genders to which they are sexually attracted, the fact of being heterosexual, homosexual, etc.

Social Identity

Involves how one characterizes oneself, the affinities one has with other people, the ways one has learned to behave in stereotyped social settings, the things one values in oneself and the world, and the norms one recognizes or accepts governing everyday behavior.

Stereotype

Blanket beliefs and expectations about members of certain groups that present an oversimplified opinion, prejudiced attitude, or uncritical judgment. They go beyond necessary and helpful categorizations and generalizations in that they are typically negative, are based on little information and are highly generalized.

Transgender/Trans

Term for people whose gender identity differs from the sex they were assigned at birth. The term transgender does not indicate gender expression, sexual orientation, hormonal makeup, physical anatomy, or how one is perceived daily.

Unconscious Bias

Social stereotypes about certain groups of people that individuals form outside their conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organize social worlds by categorizing.

Xenophobia

Hatred or fear of foreigners/strangers or their politics or culture.

“INCLUSIVE LANGUAGE GUIDES”

We know that words are powerful and can help build bridges or tear them down. As language evolves, we should all be open to learning new terms and unlearning older terms that may offend or alienate others. We have compiled a few resources to help guide you towards learning inclusive terms and working to include these terms in your communications to your members.

DIVERSITY STYLE GUIDE

<https://www.diversitystyleguide.com/>

INCLUSIVE LANGUAGE GUIDELINES AMERICAN PSYCHOLOGICAL ASSOCIATION

<https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines>

A PROGRESSIVE'S STYLE GUIDE

https://s3.amazonaws.com/s3.sumofus.org/images/SUMOFUS_PROGRESSIVE-STYLEGUIDE.pdf

GLOSSARY OF LGBTQ TERMS

<https://www.glaad.org/reference/terms>

GLAAD Media Reference Guide - 11th Edition

<https://www.glaad.org/reference#guide>



ARIZONA REALTORS®

Butch Leiber

Approved for Fair Housing CE Credit

Equality and Inclusion:

Fair Housing Today

Bias can impact the level of service you provide a client. Remember the scene from Pretty Woman where the clerks wouldn't attend to the Julia Roberts character? In real estate, that kind of behavior can cost your license-- and so much more.

Gatekeeper or Guide:

Fair Housing in the 21st Century

Are you a gatekeeper, perhaps unintentionally blocking fairness in housing, or are you a guide - opening doors to all? This class will help you identify practices to allow you to remain a guide to fair housing.

Diversity, Equity and Inclusion-Best Practices

Raise awareness that bias impacts personal and professional interactions. Explore actions and systems REALTORS® can employ to ensure equal treatment to all and create an environment for our communities where everyone feels included.

butch@talkwithbutch.com



Paula Monthofer

"Heart Full, Rise Up"

Gives real-life tools and tactics to effectively: lead discussions on diversity, understand how to effectively apologize, and recognize how to champion others.

"Ambassadors of the American Dream"

It is easy to lose sight of the importance we play in our communities as we are building them. This uplifting keynote serves as a reminder of both the supreme privilege and the enormous responsibility we have as the frontline Ambassadors of the American Dream. We share actionable ways we can uphold the promise we give in our Pre-Amble and become the best Ambassadors possible.

pmonthofer@me.com



Denise Holliday, Esq.

Approved for Fair Housing CE Credit

Fair Housing- Get a Clue

Fair housing violations can impact your bottom line. If you're in property management, you need to know fair housing laws. Protect your business.

You'll get a better understanding of:

- Federal and City Laws
- Enforcement and Prosecution
- Identifying Potential Violations
- Advertising and Social Media
- Sexual Harassment
- Reasonable Accommodations & Modifications

Accidental Fair Housing Violations

Get a detailed breakdown of federal and state fair housing laws and apply them to routine residential rental housing situations.

Assistive Animals: How to Avoid Barking Up the Wrong Tree

This course provides you with a practical guide to the various federal, state, and municipal laws impacting fair housing laws as they relate to assistive animals. It will also analyze how those rules and changes impact the property managers' policies and procedures.

h3landlordlaw@gmail.com



Mike Mulvena

Approved for Fair Housing CE Credit

Fair Housing for Property Managers

Get a thorough understanding of the federal and state laws regulating fair housing. Explore the various laws that every property manager and real estate licensee must understand to protect your life and your business.

mike@michaelmulvena.com



Sue Flucke

Approved for Fair Housing CE Credit

Fair Housing for Property Managers

Get a thorough understanding of the federal and state laws regulating fair housing. Explore the various laws that every property manager and real estate licensee must understand to protect your life and your business.

sueflucke@westusa.com



Keri Means

Approved for Fair Housing CE Credit

What... that is a violation?

Save yourself from violations and an ethics complaint. Learn the top violations in real estate as well as the history of Fair Housing. This class will leave you with an understanding of how to identify and avoid violations.

Things to Know

Do you wonder how we got to this point with the Fair Housing Act or how it pertains today? We'll discuss it and the top violations in our market in this class.

OcotilloEducation@gmail.com





NATIONAL REALTOR® SPEAKERS

Fara Captain

901-500-8034

"How to be an Inclusive REALTOR®"

The Fair Housing Act provides a much-needed guidance for us as REALTORS® to not discriminate against our clients. However, subtle nuances can lead to unknowing discrimination. This class was designed to provide quick tips and thought-provoking ideas to make you a more inclusive REALTOR®. The class will reflect on examples and take away ideas for you to implement into your business.

captain@captainandco.realestate



Sher Power

"The Umbrella Affect"

The Umbrella Effect is a fast-paced, one-hour course that provides practical steps to make difficult conversations more comfortable, and explains how to harness emotional intelligence, unconscious biases, microaggressions, and much, much more. The focus is on awareness and cooperation rather than criticism or shame, so everyone moves forward together. Attendees will be provided with clear examples and equipped with simple, immediate tools they can use to create an unstoppable, inclusive culture in their business, community, and daily lives. We take it to the next level with a customized "Think Tank" workshop.

sherpowers@comcast.net



Marki Lemons

Bridge the Gap Now with Intentional Inclusion

The American dream of homeownership is deferred by some and virtually impossible for others due to discrimination. Is discrimination the issue, or is there a lack of intentional inclusion? REALTORS® pledge themselves to follow the licensing rules and regulations of the state they are licensed in, Fair Housing, and the REALTORS® Code of Ethics. It is time to IMPROVE your standards and be intentional about being of service to all because REALTORS® Can Really Sell Houses Fast Now. "Together Everyone Achieves More," fifty-three years have passed since Lyndon Johnson signed the Fair Housing bill. History is the foundation that we will build upon, and everyone should have an opportunity to be heard. It has been resolved that the National Association of REALTORS® will work with the National Association of Real Estate Brokers, National Association of Hispanic Real Estate Professionals, Asian Real Estate Association of America, The LGBTQIA+ Real Estate Alliance, and Women's Council of REALTORS® to ensure equal housing opportunity for all, today and in the future. We will review the past while developing creative ways to ensure an equal future.

info@markilemons.com



Laurie Benner

Associate Vice President of Programs
National Fair Housing Alliance

lbenner@nationalfairhousing.org



Dr. Lee Davenport

International Real Estate/Business Educator

"Is Fair Housing in Your Blind Spot?"

"How to Be an Anti-Racist Real Estate Pro"

Dr. Lee Davenport walks you through what it means to be anti-racist and how real estate pros can cultivate community along the journey.

www.learnwithdrlee.com



Nate Johnson

History of Fair Housing

Join Nate Johnson as he discusses the history and evolution of The Fair Housing Act and its impact on society. Discover how the changing face of America affects our politics and shapes our nation. It may seem like our communities were segregated by accident, but this session will discuss the reality of what has transpired, what led us to the challenges that we are experiencing today, and discuss solutions to help create a future that we will all be proud of.

nate@livingstl.com



Matt Difanis

217-369-6765

<http://www.mattdifanis.com/>



Natalie Davis

970-281-5321

Bias Override

This course covers tactics to interpret stereotypical thinking and how to avoid fair housing pitfalls. You'll learn about the mind science of identity and engage in exercises to help you foster business relationships with clients of all backgrounds. REALTORS® are committed to abiding by fair housing laws and the Code of Ethics. But sometimes, our brains take shortcuts that can lead us astray.

natalie@evolutiongroup.realestate





NATIONAL SPEAKERS

Aneelah Afzali

<https://www.mapsredmond.org/aneelah-afzali-bio/>

<https://www.facebook.com/aneelahafzali>

Abdul Omari

AMO Enterprise

<https://www.abdulumomari.com/welcome-1>

Andre Perry

Senior Fellow, Metropolitan Policy Program,
Brookings Institute

**History of Racism in Housing and the Impact on
the Economy**

<https://www.abdulumomari.com/welcome-1>

Chris Hogan

Ramsey Solutions

www.daveramsey.com

Melissa Majors

The Inclusive Leadership Speaker
972-513-0054
www.garrettspeakers.com

betty@garrettspeakers.com

David McLauren

Diversity Leadership Keynote Speaker
888-897-4224

www.davidmclauren.com

Rashad Norris

Executive Director, Relevant Engagement LLC

**Equity, Diversity, Inclusion & Injustice
Black History
Anti-racist Facilitation Sessions**

<https://www.relevantengagement.org/>

Dr. Leonard Moore

University of Texas at Austin

**Diversity; History of Race Relations; History of
Fair Housing**

leonardnathanielmoore@gmail.com

Bill Dedman

**Long Island Divided/Testing the Divide
(Newsday Investigation)**

pamela@plhmedia.com

Dr. Lawrence Brown

Director, County Health Ranking and Roadmaps
Program

Visiting Associate Professor, School of Medicine
and Public Health, UW- Madison

Author of "The Black Butterfly – The Harmful
Politics of Race and Space in America"

Gentrification, Race & Equity

lawrence.brown@chrr.wisc.edu

Myron Orfield

Gentrification

<https://www.law.umn.edu/profiles/myron-orfield>

Rudhir Krishtel

Krishtel Coaching

Implicit bias trainer, How to talk about race

<https://www.krishtel.com/>

NAR STAFF

To request that a NAR staff member speak at your association's meeting/event, you must complete an **Executive Outreach Program Speaker Request Form** at:
<https://www.nar.realtor/about-nar/requesting-an-nar-group-leader>

Staff

Bryan Greene –Director, Fair Housing Policy – Fair Housing
Ryan Davis – Director of Engagement, Diversity & Inclusion
Andrea Moore –Association Staff Diversity Initiatives/Human Resources

NATIONAL ASSOCIATION OF REALTORS®
Email: dheadtke@nar.realtor | Office: 312-329-8488

AT HOME WITH DIVERSITY

Who is it for?

The coursework for the At Home with Diversity® certification is designed to enable you to work successfully with and within a rapidly changing multicultural market. It will help you to learn diversity sensitivity, how it applies to U.S. fair housing laws in your business, and ways to develop professional guidelines for working with people in the increasingly multicultural real estate market.

What You Gain

- Knowledge of the subtleties of U.S. fair housing laws
- Business etiquette for specific cultures
- An edge in expanding your business to include international clientele
- Credit towards the ABR® and CIPS designations, and as a task in the C2EX program
- Some states also give continuing education (CE) credit and GRI credit for this course

<https://www.nar.realtor/education/designations-and-certifications/at-home-with-diversity-overview>

BIAS OVERRIDE

Bias Override: Overcoming Barriers to Fair Housing is a NAR certificate course that helps real estate professionals interrupt stereotypical thinking so they can avoid fair housing pitfalls and provide equal professional service to every customer or client. Participants will learn about the mind science of identity, study how implicit bias can result in fair housing violations, and engage in interactive exercises to enhance communication skills and business relationships with clients of all backgrounds.

Bias Override teaches REALTORS® how to:

- Understand the history of bias and discrimination in real estate.
- Explain how implicit bias may result in violations of Fair Housing laws and industry ethics.
- Identify interventions to prevent implicit bias, identity anxiety, and stereotype threat from influencing behavior.
- Increase personal motivation to confront these phenomena in their business and community.

<https://www.nar.realtor/fair-housing/bias-override-overcoming-barriers-to-fair-housing>

L.E.A.D

The L.E.A.D. courses focus on developing and elevating essential leadership skills, and will also specifically address leadership needs for the REALTOR® association. The Building Blocks and Road Maps courses address foundational leadership skills and leadership strategies. The DEI course provides a foundational understanding of the social psychology that underpins DEI concepts, and then applies those concepts to REALTOR® leadership. The Vision Course is a live or live-virtual experience. It is offered by NAR a few times per year, or it can be licensed to a state or local association to offer for their own members.

If you are interested in bringing this course to your association, please contact us at REALTORLead@nar.realtor(link sends e-mail) for more information.

<https://www.nar.realtor/education/leadership-development/realtor-lead-courses>

FORMING AN ASSOCIATION EQUITY, DIVERSITY & INCLUSION COMMITTEE



PURPOSE/MISSION STATEMENT:

A clear and concise purpose is fundamental to an effective Equity, Diversity, & Inclusion (EDI) Committee. The purpose is more substantial when it is linked to the association's mission and strategic plan.

The purpose must help guide leadership and committee members as they plan association policies and activities.

SAMPLE: Effectively communicate with Arizona's diverse population to help Arizona REALTORS® to be the best prepared real estate practitioners with the highest standards and build successful relationships with their clients, colleagues, and other housing industry professionals.

SAMPLE: To recommend policy and action regarding the inclusion of diversity in the association's governance and that of local associations within the state. To develop and recommend strategies and actions that will identify, engage, recruit, and mentor future leaders at the state and local level who represent the diversity of our markets and the membership of our associations. To provide guidance and support for local association inclusion efforts.

COMPOSITION:

Create a standing committee which demonstrates your association's intention to make EDI and fair housing (if your association does not have a dedicated fair housing committee) an integral part of your mission and strategic plan.

Consider including leaders from other association committees such as government affairs and professional development, regional or local association representatives, and leaders from any state or local multicultural real estate organizations.



The committee should meet throughout the year, similar to other committees of the association. In-person meetings help develop trust among members, that are particularly important when discussing EDI issues. The Equity, Diversity & Inclusion committee should also have authority, similar to other committees, to recommend policies and activities to the Board of Directors.

GOALS:

Develop clear, long-term goals.

Develop a Plan: Make an assessment of the issues your association can affect. Prioritize the association's EDI goals so that the committee can address the most pressing goals first.

Strategic Plan: Based on your association's planning schedule, create an EDI plan reflecting your goals, mission statement, and purposes. Your efforts should be S.M.A.R.T. (Specific, Measurable, Attainable, Relevant, Time-based). Measure your progress and hold your committee and association accountable for EDI efforts.

Business Plan: The committee should have a business plan. The plan should include:

- what the committee plans to accomplish during the year
- how the goals will be measured
- any programs or events that should be added to the budget

Education: Provide opportunities for members to expand their knowledge of EDI and fair housing. EDI education is crucial for building relationships and business. The "At Home with Diversity Course" and promotion of "Fairhaven" are great starting points.

Leadership: Encourage diversity in association leadership and other volunteer roles.

PARTNERSHIPS:

1. Work to foster relationships with multicultural real estate and community-based organizations.
2. Develop relationships with government entities with the assistance of government affairs liaisons and legislative committees.
3. In partnership with these organizations, work to identify real estate issues affecting local communities and develop the association's plan or response.

Utilize the resources that NAR offers, including the NAR Diversity and Inclusion grants and Fair Housing grants to help supplement your association's EDI and Fair Housing activities.

A word from NAR about other Diversity education or fair housing activities and concerns: Educating members about diversity and the importance of serving all communities without discrimination is a priority mission of our associations. Those activities are distinct from those that work to assure that the leadership of the association reflects the diversity of the state and the markets served by members. Associations should also have a fair housing committee to address fair housing issues and education, including education about serving diverse markets within the state.

RESOURCES:



Additional links and resources can be found at <https://www.aaronline.com/arizona-realtorsinclusiondiversity-committee/> core standards requirements:

MEETING CORE STANDARDS-Examples of events/initiatives to help meet core standards requirements:

- Help promote a statewide event.
- Contribute to speaker fees on a joint event with the state association/local association.
- Host an implicit bias workshop and discuss how racism and bias can limit inclusion of diversity.
- Multicultural Educational Session
 - » How to communicate without offending other cultures
 - » How to serve underrepresented demographic groups in the market area
 - » Event with food, clothes/items, dancers, customs from other cultures
- Cultural Diversity Summit - an informal forum for participants to voice concerns and discuss issues of common interest. Discussions about current programs, pending legislation, housing affordability, etc.
- Host Zoom presentation on an Equity, Diversity, and Inclusion (EDI) topic.
- Host Zoom presentation on Fair Housing.
- Partner with other state/local organizations to promote homeownership in Arizona.
- Have a dedicated Equity, Diversity, and Inclusion section on the association's website which includes: calendar of events with upcoming diversity activities; links to educational articles, books and resources; links to other diversity initiatives, multicultural real estate organizations, and multilingual resources.

VIDEO LIBRARY

Visit the Equity, Diversity, & Inclusion webpage on the Arizona REALTORS® website for exclusive videos and content.

 <https://www.aaronline.com/arizona-realtors-inclusiondiversity-committee/> 



MISSION

Effectively communicate with Arizona's diverse population to help Arizona REALTORS® to be the best prepared real estate practitioners with the highest standards and build successful relationships with their clients, colleagues, and other housing industry professionals.

VISION

To provide diversity and leadership training by hosting educational and networking events, promoting fair housing practices, and advocating for all.

DIVERSITY PARTNERS

Members of Arizona REALTORS® are sometimes also members of other real estate associations. We are working to actively foster relationships with these associations so that, together, we can offer more opportunities and services to our mutual members. The following is a list of those associations that have a presence in Arizona:



The Women's Council of REALTORS® is recognized as the voice for women in real estate, and the premier source for the development of leaders in the industry, organized real estate and beyond.

Click [here](#) for more



A 501(c)6 non-profit member organization dedicated to empowering the LGBTQ+ community on their path towards and enjoyment of homeownership.

Click [here](#) for more



The National Association of Gay and Lesbian Real Estate Professionals (NAGLREP) is a mission-driven organization that is part business and part advocacy.

Click [here](#) for more



Dedicated to promoting sustainable homeownership opportunities in Asian American communities by creating a powerful national voice for housing and real estate professionals that serve this dynamic market.

Click [here](#) for more



The purpose of the National Association of Real Estate Brokers® is to enhance the professional and business conditions of NAREB® Realtist® members by strengthening the consumer capacity of Black, minority, and emerging target market segments that Realtists® serve.

Click [here](#) for more



The Voice for Hispanic Real Estate® and proud champions of home ownership for the Hispanic community in and around Phoenix, Arizona.

Click [here](#) for more