

Video: Incremental Process

Talking Points

People need social and educational experiences to be able to understand cultures other than their own, to get beyond a reliance on cultural stereotypes, and— as Kelly said in the video – to stop putting their foot in their mouth. The learning process takes time, practice, and patience on the part of all parties involved. The more we DO interact with people who are different from us, the better we get at it, and the better our interactions will go. Kelly relies on stereotypes many times in this clip, but she keeps trying. She doesn't get defensive and we see her apologizing when she messes up. This illustrates the incremental process.

- Have you had experiences of “putting your foot in your mouth” like Kelly did? Have you been on the receiving end of this, and how did you react?
- “The only real mistake is the one from which we learn nothing” (*John Powell*). How does this quote apply to the video and the incremental process?
- The burden of educating others (e.g., about cultural differences or inaccurate stereotypes) often falls on members of minority groups. What effects could this have on members of minority groups? How can the “burden” of education for minority group members be lightened?
- An important fact to recognize is that people's abilities to interact with others who are different from them are not fixed. Rather, these abilities can change and improve across time and with practice. What specific things can you do in your life (e.g., on campus) to develop your ability to interact with and learn about people who are different from you?
- What affects people's willingness to take the steps needed to develop their ability to interact with and learn about people who are different from them? What motivates people? What keeps people from taking these steps?