ROLE OF "HUMAN LIBRARY INTERVENTION" IN CREATING AWARENESS OF DIVERSITY & INCLUSION

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ABSTRACT

The advent of globalization, workforce mobility, and international projects are generating demands for culturally proficient individuals and post pandemic there is scope of creating awareness of diversity & inclusion across globe using technology. Education, training, and development of these employees begin in the webroom now (Van Dyne, Ang, Livermore, 2010).

Diversity and inclusion efforts tussle since they often attempt to find a one-size-fits-all solution to eradicating bias. The Human Library is making an influence, because their approach is personalized to each individual's own biases and prejudices. They're tackling diversity and inclusion one person at a time and now with advent of technology they can do it on a large scale and see the benefits.

The main drive of this paper is to examine whether the education system plays an important role in developing an individual with an open outlook without any discrimination, stereotypes, and prejudice and the important use of the human library as a tool to develop this open outlook. The research objectives of this paper include focusing on the theoretical and practical concepts of emotional intelligence, stereotypes, discrimination, prejudice and establishing a relationship between these concepts and the human library utilizing thorough literature review and consolidation.

KEYWORDS: *Human library, education, students, stereotype, prejudice, discrimination, emotional intelligence.*

INTRODUCTION

In India, multiple committees on education have recommended areas of improvement. A notable change is not reflected in education yet except in the top-ranking B-schools. It is essential to investigate and address the important components related to education in India which will enable the corporate to optimally utilize the demographic dividend provided by our country especially post pandemic a sensitized workforce with evolved mindset to different perspectives will be essential. The important parameters include a emphasis on the eminence of faculties, promotion of faculty development programs, facilitating research, developing evaluation systems based on individual and team appraisals, strict corporate governance of all the management institutes, focus on institute-industry interface, emerging a global mindset, the style of teaching pedagogy and innovative and informative library set up (NEP, 2020). This paper explores the innovative and informative library set up with a focus on the human library concerning the use of the human library as a tool to develop the open outlook without any discrimination, stereotypes, and prejudice in students a pre-requisite for the advancement of emotional intelligence. Emotional intelligence indicates that one is conscious of one's emotions and can identify, manage and control emotions of self and others leading to self-awareness, self-management, social awareness, and relationship management.

In the educational institutions whenever any topic is taught related to behavioral sciences focus must be there on behavioral modification (as performance reinforces behavior) and pedagogy should be redesigned to provide scope for implementation of the modified behavior with associated rewards and recognition to make teaching a productive process leading to students, faculty and educational institutional progress.

The major purpose of this paper is to investigate whether education plays an important role in developing an individual with an open outlook without any discrimination, stereotypes, and prejudice and the important use of the human library as a tool to develop this open outlook. This paper aims to examine the role of the human library in an open outlook without any discrimination, stereotypes, and prejudice in students a pre-requisite for the development of emotional intelligence. The research objectives of this paper include focusing on the theoretical and practical concepts of emotional intelligence, stereotypes, discrimination, prejudice and establishing a relationship between these concepts and the human library utilizing thorough literature review and consolidation.

LITERATURE REVIEW

The purpose of this section is to present an overview of the research streams under investigation in this research paper. The areas of diversity in India, human libraries, stereotypes, prejudice, discrimination, and emotional intelligence are discussed in the context of human library intervention in educational institutions to broaden the outlook of the students and smooth transition from the classroom to corporate.

DIVERSITY IN INDIA

India's diverse workforce largely depends on how well it's tactically managed for the effectiveness of the organization. India is one amongst the varied countries within the world. Its variety factors are rooted inside the socio-cultural elements and rising developments in demography. The kind of dimensions are mentioned below heads: socio-cultural dimensions and demographic dimensions. Diversity symbolize Indian society and culture. So, stereotypes, prejudice, and discrimination are certain to be a derivative of the range in India ensuing in narrowing the outlook of the students, for this reason it is vital to recognize how the human library is a device to develop the outlook of the students to increase emotional intelligence and compassion.

STEREOTYPE, PREJUDICE, AND DISCRIMINATION

Prejudice is a preconceived idea that is not supported on basis of any reason or experience (Jones, 1972). Stereotypes are psychological feature schemas employed by social perceivers to process information regarding others (Hall, 2019). Stereotypes do not solely replicate beliefs regarding the traits characterizing typical cluster members however additionally contain information regarding different qualities like social roles, the degree to that members of the cluster share specific qualities (i.e., within-group homogeneity or changeability), and impact emotional reactions to cluster members. Stereotypes imply a considerable quantity of knowledge regarding folks on the far side of their directly apparent surface qualities and generate expectations regarding cluster members' anticipated behavior in a new context (Oakes & Turner, 1990).

Discrimination might involve actively negative behavior toward a member of a bunch or, additional subtly, less positive responses than those toward an ingroup member in comparable circumstances. According to Allport (1954), judgement involves refuting 'individuals or groups of people parity of conduct which they may wish' (p. 51).

For example, prejudice and discrimination supported race is termed racism. Oftentimes, gender prejudice or discrimination is observed as discrimination. Discrimination is commonly the end result of prejudice—a pre-formed negative judgment or perspective. Prejudice leads individuals to look at bound people or teams as inferior.

HUMAN LIBRARY

The Human Library is meant to make a constructive framework for conversations that may challenge stereotypes, prejudices, and discrimination. Created in Copenhagen in 2000 to boost awareness and use contemporary's education to mobilize Danish children against violence, the Human Library initiates an individual to perceive diversity as one thing that binds humanity along and makes one stronger, to look beyond only labels, to interrupt down prejudices and see the story behind the stereotype (Nosek,2004).

Human Library introduces real folks in an exceeding sort of book to a reader. The reader will choose between many various titles including ex-drug addict or a Muslim lady or a transgender or rape victim, to have interaction (Imai, 2010). The reader will gain necessary insights directly from the human book and that they will exchange experiences throughout the time given.

'The Human Library is a concept for interaction among those who might not typically get the prospect to own a conversation: it will increase understanding between folks and challenges prejudice, stereotypes, and discrimination (Putnam,2007).

RESEARCH DESIGN

The type of research conducted is qualitative in approach focusing on thorough literature review and consolidation.

DATA COLLECTION METHOD

The data collected is secondary, based on published and unpublished paper and electronic sources like research articles, journals, newspapers, etc.

FINDINGS, DISCUSSION, AND IMPLICATIONS

The human library can help educational institutions to develop emotionally intelligent and compassionate individuals so that stereotype, prejudice, and discrimination will not negatively impact the culture of any organization and organization as a whole will develop a positive outlook encompassing, recruitment, selection, appraisals only on a merit basis creating goodwill and brand image of the organization.

Following are the findings, discussion, and implications connected to the human library intervention:

THE BEHAVIOR TO FEELING TO THINKING

As teaching faculties sometimes, we follow a thought process that we can dictate and control the change but most of the time that is not the scenario due to the above fundamental truth.

There are three dimensions in the learning process – Thinking (change in knowledge), Attitude (Change in feeling), and Behavior (change in practice focusing on controlled willed behavior). In the human brain, there is always consistency in the 3 elements of the learning process. The majority of change methodologies are focused on only one of the 3 elements especially on the cognitive thinking part (80%) focusing on grasping knowledge and giving information be it teaching, advertising, corporate seminars, etc. If this is the scenario then after the exposure to a particular change methodology, we find it difficult to retain the knowledge and the entire session becomes just a waste of time and unproductive. The actual transformation occurs only if all the 3 elements thinking, attitude and most important behavior are transformed and that is the major challenge in the educational scenario (Kanfer et.al., 2008).

The human library thrives on this concept of behavior to feeling to thinking leading to realistic transformation or change in an individual.

Utilizing developing human libraries focused on certain stereotypes, prejudice, or discrimination for example divorce, drug-addict, transgender, etc. a compassionate outlook can be developed among students.

COMPASSION
Happiness is not connected to external virtues like name, fame, wealth, etc. It is internal wellbeing that is essential. Having all the external world information and knowledge but no internal connectivity leads to an imbalance that needs to be addressed as mentioned by many researchers (Burns, 2019). A person can be happy by achieving happiness by the process of transformation through the mind. It is essential to be conscious of ourselves every moment. For this, it is essential to be aware of the emotions that are created in our minds. Our mind comprises of black and white, negative entities and positive entities or destructive elements and constructive elements. We have to cope up with these negative elements to transform. One always blames other individuals, external situations for one's negative emotions. It's one's mind that carries these negative emotions giving one a feeling of one being the slaves of these negative emotions.

An individual cannot get up in the morning and say he is jealous and so he is happy. Jealousy is an unpleasant emotion and so one cannot benefit from it and one reacts destructively as one cannot control it. Compassion or any positive emotion and jealousy or any negative emotion cannot run simultaneously in our minds. If one is conscious about themselves, their emotions, what makes them happy, and what makes them unhappy they can recognize the pattern and learn to control and manage the same for their self-benefit. The human library allows one to experience it. Many people feel this is just a philosophy that can be practiced by saints in the Himalayas (Click et. Al, 2017)**.** One can practice this every moment of our life if one is conscious of their emotions. Review the emotions, find cause and effect, you will find the destructive elements, be aware of them, recognize them and identify them. This will enable you to find the techniques to manage them, through practice, learning's, willpower, and effort. There is no need to move in isolation or a cave to practice the same you can do it at home, at your workplace, while you are walking. Just be watchful with your mind, realize the negative emotions which dictate you, it will make you conscious to manage them. You will yourself feel at peace due to the same leading to your development as a better person who is compassionate. This will enable you to connect to others, society as a positive person (Kulik and Metz,2011).

Being a selfish person leads to our disconnectedness with our society, organization, family, and self-leading to the feeling of loneliness and accompanied depression and stress. As a compassionate person, we are responsible for global, national, and local issues and streamline our thoughts and extend our hands in taking part in solving these issues that will lead to the feeling of connectedness. For this action it is essential for mankind to realize the reality of the inner world and the external world and how both are dependent on each other, this will enable us to understand the importance of transformation. The human library can work on this principle.

All over the world researchers, scientists are paying attention to this kind of transformation of an individual into a compassionate person. Mindfulness now has become a global phenomenon increasing the importance of emotional intelligence to be successfully happy. PRACTICE and self –experience is essential for this individual transformation and need of the hour as any institution that has the emotionally intelligent staff, teams, management, and system in place is more productive and more profitable (Koster, 2010).

Human Libraries allow to generate this philosophy of compassion utilizing live interaction with human-

focused on their life story explaining how they dealt with stereotypes, prejudices, and discrimination.

Human Library and its relationship with Stereotypes, Prejudice, Discrimination, Emotional intelligence and Compassion

Invitees to a Human Library are given the chance to speak informally with "people on loan"; this latter group being extremely varied in age, sex, and cultural background. The Human Library empowers groups to break stereotypes by challenging the most common prejudices positively and humorously. It is a concrete, easily transferable, and affordable way of promoting tolerance and understanding.

All books tell a story, and these human "books" aren't an exception. Since the primary Human Library in Copenhagen, events have spread everywhere across the globe. The Lismore City Library in Australia now has regular "Lismore's Living Library" days on their schedule, and also the Human Library Organization has partnered with the Hope Institute in Asian country for 2 major events next month. In India Mumbai, Delhi, and Bangalore are the places where such events have slowly started gaining momentum virtually during pandemic

The simplicity of the Human Library concept generates instant appeal to would-be organizers. However, there's way more to contemplate if one wishes to become a Human Library organizer. It's essential to understand exactly what the Human Library is, and maybe more importantly what it's not, to deliver a successful event or project. It's very difficult to possess up to prejudice, and even tougher to expect someone who holds a robust prejudice to confront it publicly. In reality, one in all the largest barriers faced when trying to challenge prejudice is that the word itself - Prejudice. Nobody wants to be seen as prejudiced. Nobody wants to grasp anyone who is prejudiced. Individuals value more highly to ignore it, to pretend that they are do not have any prejudices, and wouldn't associate themselves with anyone who does. Most are frightened of the word and its connotations. The Human Library could be a novel way of addressing the broad issue of prejudice while navigating around a number of the associated sensitivities. At a Human Library, prejudice, stereotype, and discrimination are at the root of the methodology and thus 'out within the open'. It's alright to have prejudices, talking about the same and challenging the assumptions & beliefs is important. The method of using the human library is borrowing an individual's Book, and sitting down for a conversation. Apart from the very fact that Books are people, the Human Library is incredibly almost like regular libraries – an area where one can learn,

improve and interact with others, where one can discover new worlds, people, and ideas (Ramula et.al, 2010). The difference is that the Human Library is ready up for a particular purpose: to facilitate a conversation which will result in a change in behavior. Put simply, individuals are encouraged to take a seat face-to-face with their stereotypes, prejudice, discrimination, and talk. By facilitating this interaction, the Human Library can make a positive contribution to addressing stereotypes, prejudice, and discrimination.

LIMITATION OF RESEARCH
This study is focused on qualitative data using a thorough literature review and consolidation. Future research can be conducted utilizing actual design and testing of human library intervention in educational set-ups in India followed by quantitative analysis of the data obtained over a long period.

The other limitation is obtaining actual humans and providing a climate of trust and openness in which they will be ready to share their stories without inhibitions and it is not an easy task.

SCOPE OF FUTURE RESEARCH
The human library can be set up at educational institutes and longitudinal time-series studies can be conducted to understand the impact of the human library on student's transformation. Along with the development of emotional intelligence, the role of the human library in developing cultural intelligence can also be investigated in the future.

CONCLUSION
In India incidences of stereotyping, prejudice and discrimination are common due to in general social context and diversity. This leads to conscious or unconscious bias concerning different functions in organizations like recruitment, selection, appraisals, leadership, etc. for example leader-member exchange (Burke et.al, 2005). Educational systems play a major role in the transformation of an individual. The main source of information in the case of educational systems is the well-equipped library. One such concept human library can play a major role in developing a broad outlook of the individuals concerning biases resulting out of stereotyping; prejudice and discrimination. This broad outlook can enable future managers and entrepreneurs to enhance emotional intelligence and compassion, much-needed virtues to be productive in both professional and personal life.

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