“Unconscious bias is like jealousy: nobody likes to admit it, and often we’re unaware of it.”

- Thais Compoint, author of “Succeed as an Inclusive Leader”
LEARNING OBJECTIVES


- Define and explore unconscious bias and its parts as it relates to the workplace.

- Introspective reflection of one's own background and identities to provide a genuine interaction with colleagues, consumers and stakeholders.

- Explore unconscious bias and the impact it has on the decision-making process.
Who would you assign a job with a specific technical component?

A

B
What’s His Occupation?
CEO of a Fortune 500 Company
Who would you select as teacher?

A

B
Who do you think best fits the role of banker?

A

B
DIVERSITY
Diversity Defined

The practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc.
Diversity

- Age
- Gender
- Sexual Orientation
- Race/Ethnicity
- Skills
- Socioeconomic Status
- Experience
## 4 TYPES OF DIVERSITY

<table>
<thead>
<tr>
<th>Internal Diversity</th>
<th>Characteristics are the ones related to situations that a person is born into.</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Diversity</td>
<td>Things related to a person but aren’t characteristics that a person was born with.</td>
</tr>
<tr>
<td>Organizational Diversity</td>
<td>Relates to differences between people that are assigned to them by an organization.</td>
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<tr>
<td>Worldview Diversity</td>
<td>Diversity that changes with time.</td>
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</tbody>
</table>
WHAT IS BIAS?

A preference for or against a thing, person or group compared with another. Bias may be held by an individual, a group or an institution.
UNCONSCIOUS (IMPLICIT) BIAS
Social stereotypes about certain groups of people that individuals from outside their own conscious awareness.

EXPLICIT BIAS
Attitudes and beliefs we have about a person or group on a conscious level (perceived threat).
CONFIRMATION BIAS
Seeing only information that supports an existing belief.

ANCHORING BIAS
Relying on the first piece of information to make a decision.

IN-GROUP BIAS
Favoring people we like or those who are like us.

NEGATIVITY BIAS
Being more affected by negative instead of positive experiences.
Giving ourselves the benefit of the doubt and not extending that courtesy to others.

ATTRIBUTION BIAS

Swaying your opinion to match that of the majority.

CONFORMITY BIAS

Unconsciously preferring people who share qualities with you or someone you know.

AFFINITY BIAS

It is a bias that can occur in settings like think tanks and hiring interview panels.
VISIBLE AND INVISIBLE IDENTITIES

www.menti.com/nan4n4j68h
DECISION-MAKING PROCESS

Systems of Thinking Cognitive Biases

“Don’t make a permanent decision for your temporary emotion.”

- Author Unknown
The brain’s automatic, intuitive, and unconscious thinking mode. It requires little energy or attention, but it is often biased prone.

A slow, controlled, and analytical method of thinking where reason dominates.
HALO EFFECT

The positive first impression which comes from a person, brand or entity because of certain historic past positive traits.

HORN EFFECT

A form of cognitive bias that causes one’s perception of another to be unduly influenced by a single negative trait.
TIPS FOR REDUCING BIAS
• Recognize that we’re all human beings and that our brains make mistakes. Simply being aware of unconscious bias can immediately start to reduce our reliance on generalizations or stereotypes.

• Cultivate awareness of biases

• Cultivate cross-group friendships

• Train leadership and employees with an open dialogue and awareness, and encourage the initiative to go beyond the classroom to affinity groups, mentoring programs and ongoing benchmarking against best practices.
• Watch your language: avoid words or phrases like: “the kid”, “you guys”, “manpower”

• Identify entry points for bias

• Encourage everyone to hold each other accountable

• Take the Implicit Associations Test (IAT)
“We can be blind to the obvious, and we are also blind to our blindness.”

- Daniel Kahneman, Nobel Prize-Winning Economist And Psychologist
A blind spot represents either a lack of diversity awareness, prejudice, or inaccurate preconceived notions about people. Blind spots can lead to embarrassing workplace moments and unintended offence. They also create biases in workplace practices and stifle creativity.
Resources

- The Leader's Guide to Unconscious Bias - Pamela Fuller
- Courageous Conversations About Race - Glenn E. Singleton
- Diversity in the Workplace: Eye-Opening Interviews to Jumpstart Conversations about Identity, Privilege, and Bias - Paperback - Bärí A. Williams
- The National Equity Project:
  - Don't Talk About Implicit Bias Without Talking About Structural Racism — National Equity Project
  - See, Engage, Act: Leading an Equitable Organization - Bridgespan
Diversity, Equity, Inclusion

QUESTIONS?

Unconscious Bias 101

QUESTIONS?
THANK YOU!