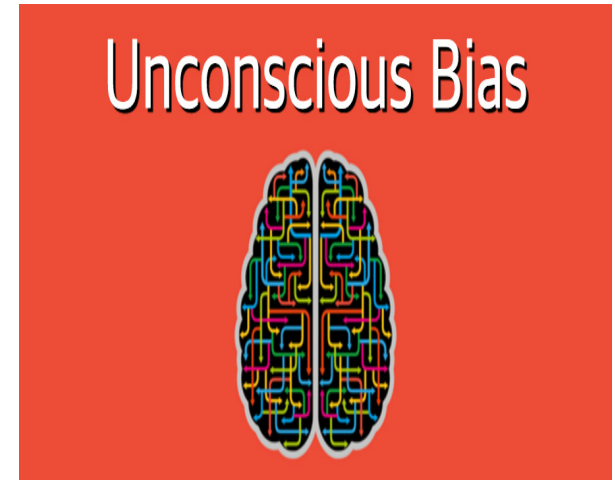


- What: Learn about what unconscious bias is
- Why: Discuss significance of diversity and inclusion awareness—Dimensions of Difference
- How: Understand how unconscious bias shows up in teams and ways to navigate implicit bias in the workplace



- Attitudes, stereotypes, and beliefs that affect our understanding, actions, and decisions in an unconscious manner
- Refers to strongly held beliefs favoring (or not) one over another



BIAS

- Influences interaction and behaviors in subtle and overt ways
- UNIVERSAL...WE ALL HAVE BIAS

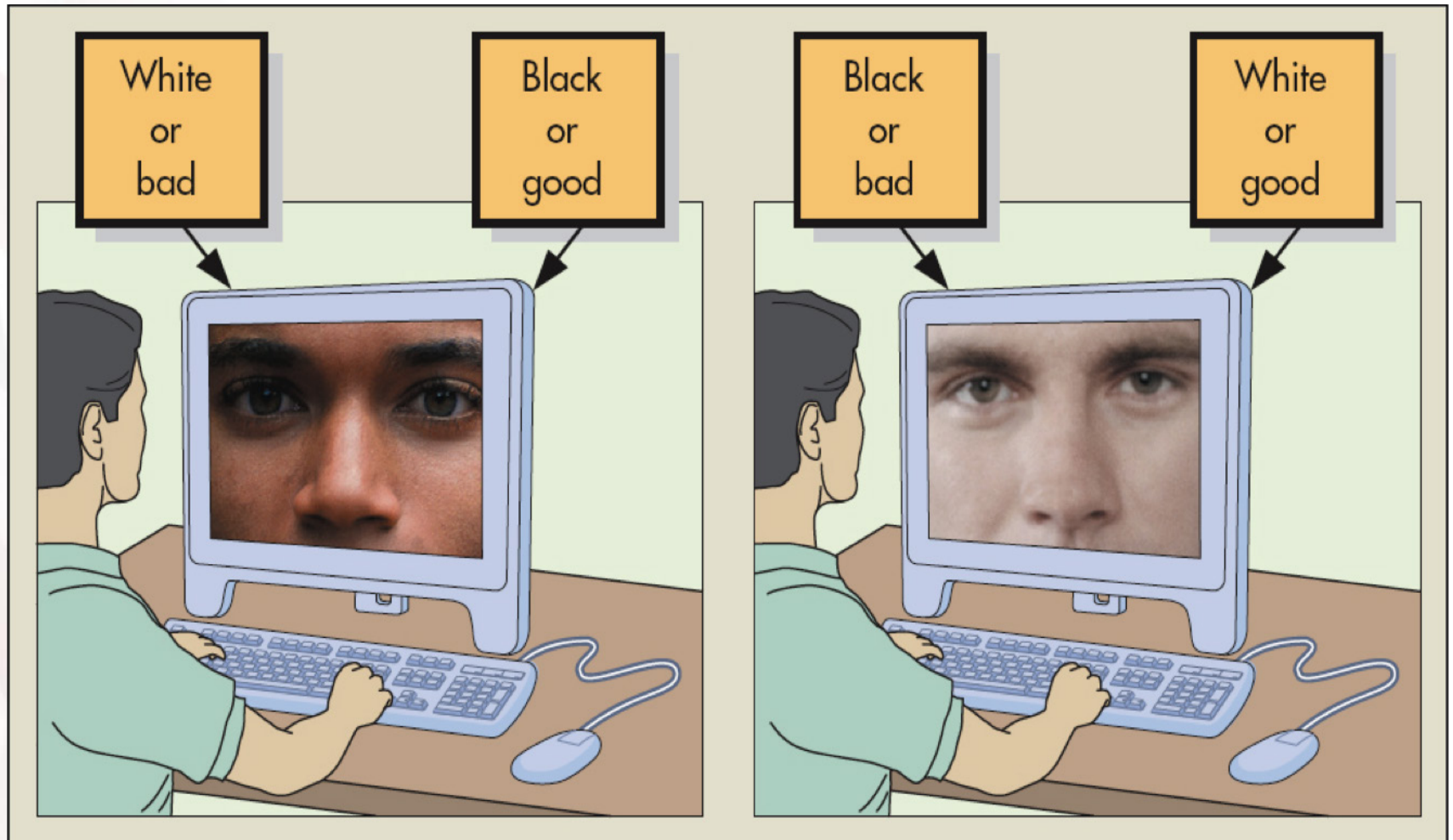


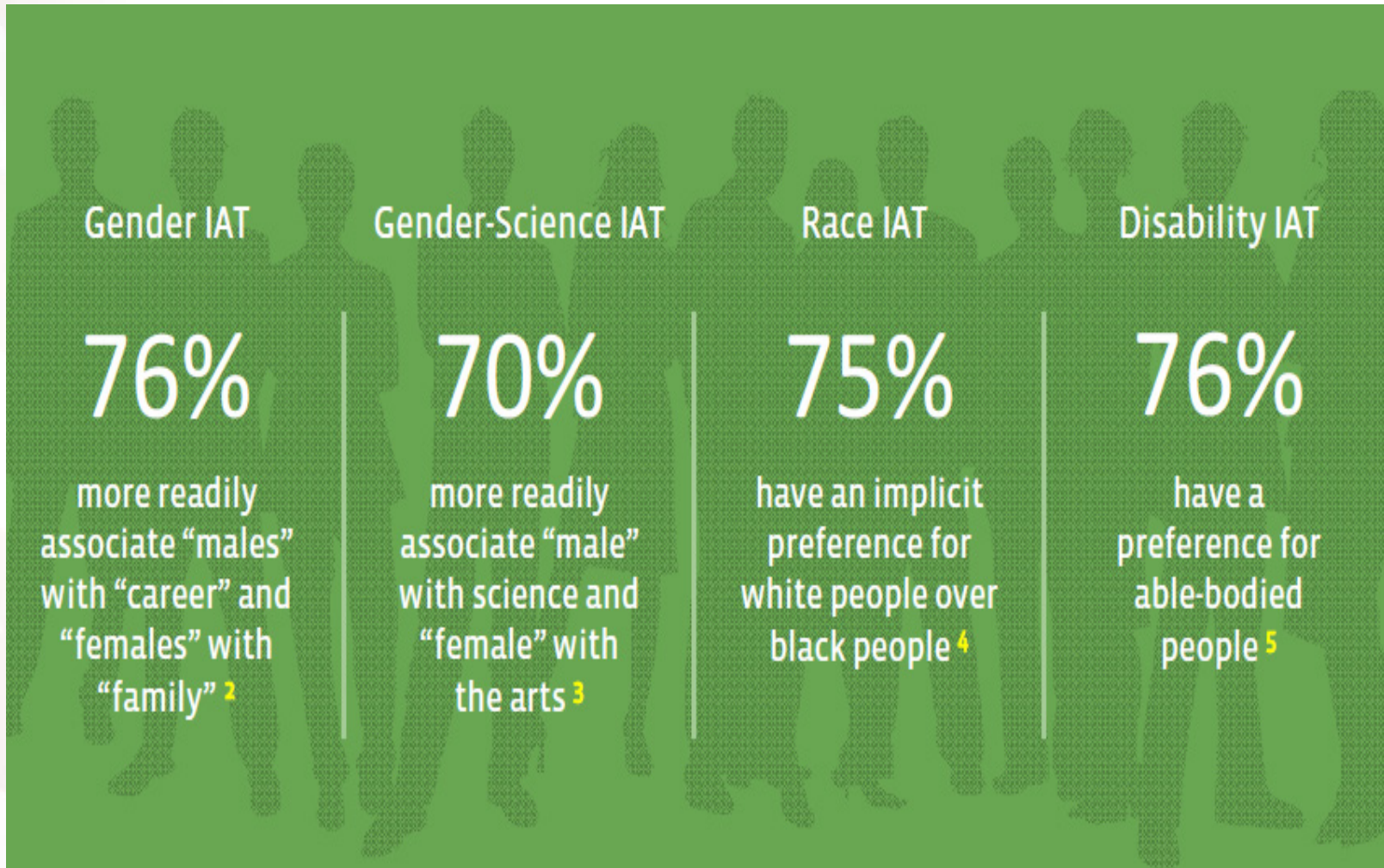
- **Confirmation bias**
 - Tendency to confirm pre-existing beliefs
- **Affinity bias**
 - Personal like/dislike influences behavior
- **In-group bias**
 - Demonstrate favoritism for one group

- The brain creates mental shortcuts to organize and categorize information—called *schemas*
- Automatic and most often incompatible with our conscious values
- Carries certain expectations often based upon stereotypes
- Not necessarily bad; can be useful

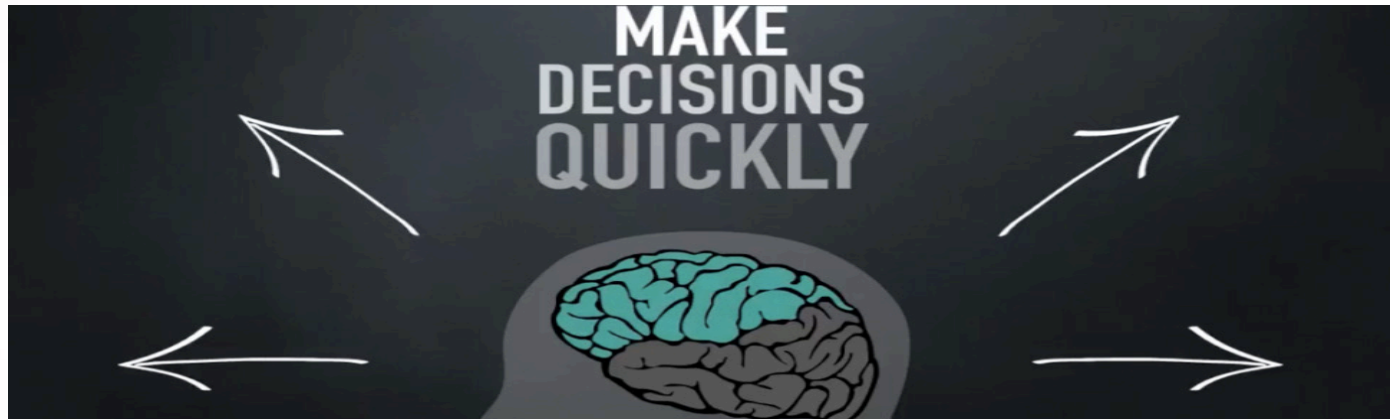


Project Implicit: Implicit Association Test (IAT)





- Implicit bias influences our decision-making process



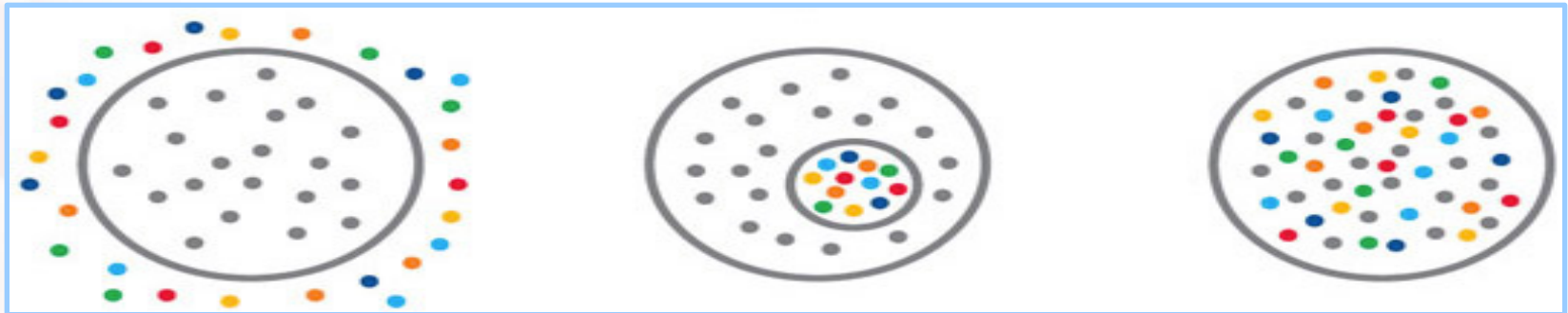
- Impact the way employees interact with one another
 - Lead to discriminatory behaviors, inequity, and unfairness
 - Perpetuate divides/differences
-
- Being mindful of diversity and inclusion awareness allows us to develop countermeasures of implicit bias

- UCLA Office of Equity, Diversity and Inclusion



Diversity and Inclusion is:

- both a process and a goal;
- about giving value to every human being, no matter our differences.



Context

- Where you are
- How you are feeling
- How you show up

Content

- Unconscious Bias
- Dimensions of Difference
- Management Tips



- Washington Consulting Group

- Who am I and what do I bring?
- What identities am I most conscious of?
- Which identities do I most (or least) associate with and why?

Dominate & Subordinate Group Memberships

DOMINANT GROUP MEMBERS

- Define reality and truth
- Arrangements create access
- Make the rules and benefit
- Seen as belonging
- Viewed as capable

SUBORDINATE GROUP MEMBERS

- Group reality and truth discounted
- Arrangements create barriers
- Adapt to rules and lose
- Seen as outsiders
- Viewed as flawed

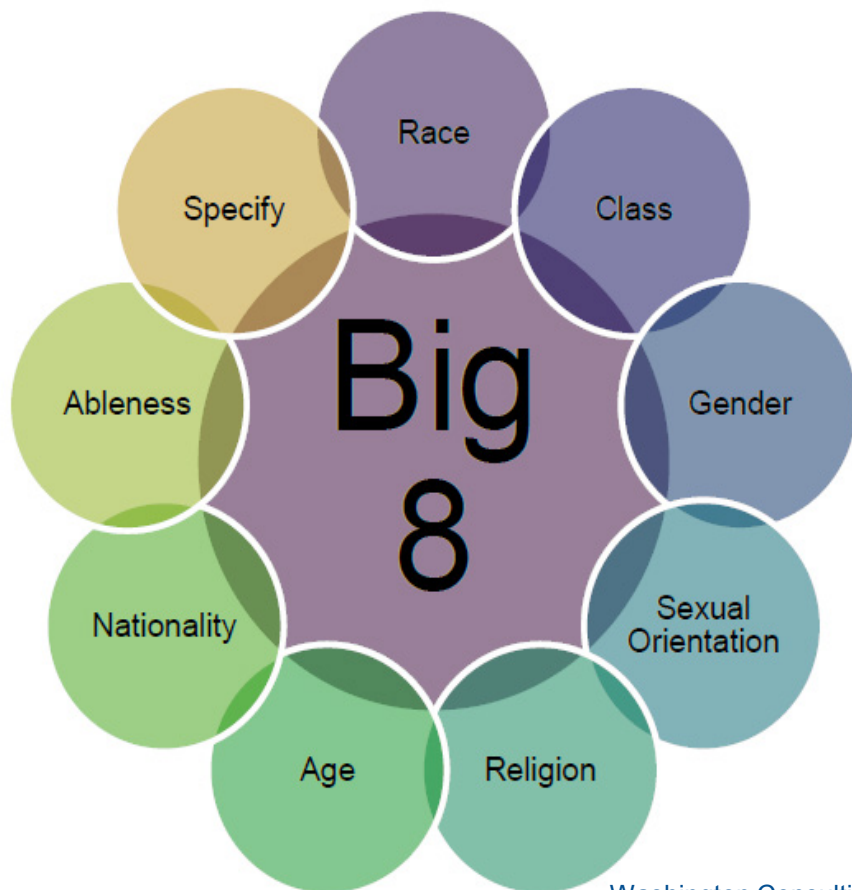
Power | Privilege | Entitlement

Access based on group memberships.

Internalized Oppression and Internalized Dominance

We all have **multiple** group memberships

I identify as...



- Washington Consulting Group

My group membership is...

Dominant

- *Whites*
- *Upper /middle class*
- *Men*
- *Heterosexual*
- *Christian*
- *35-60*
- *U.S. Citizen*
- *Able-bodied*
- *Physically fit / attractive/ beautiful*

Subordinated

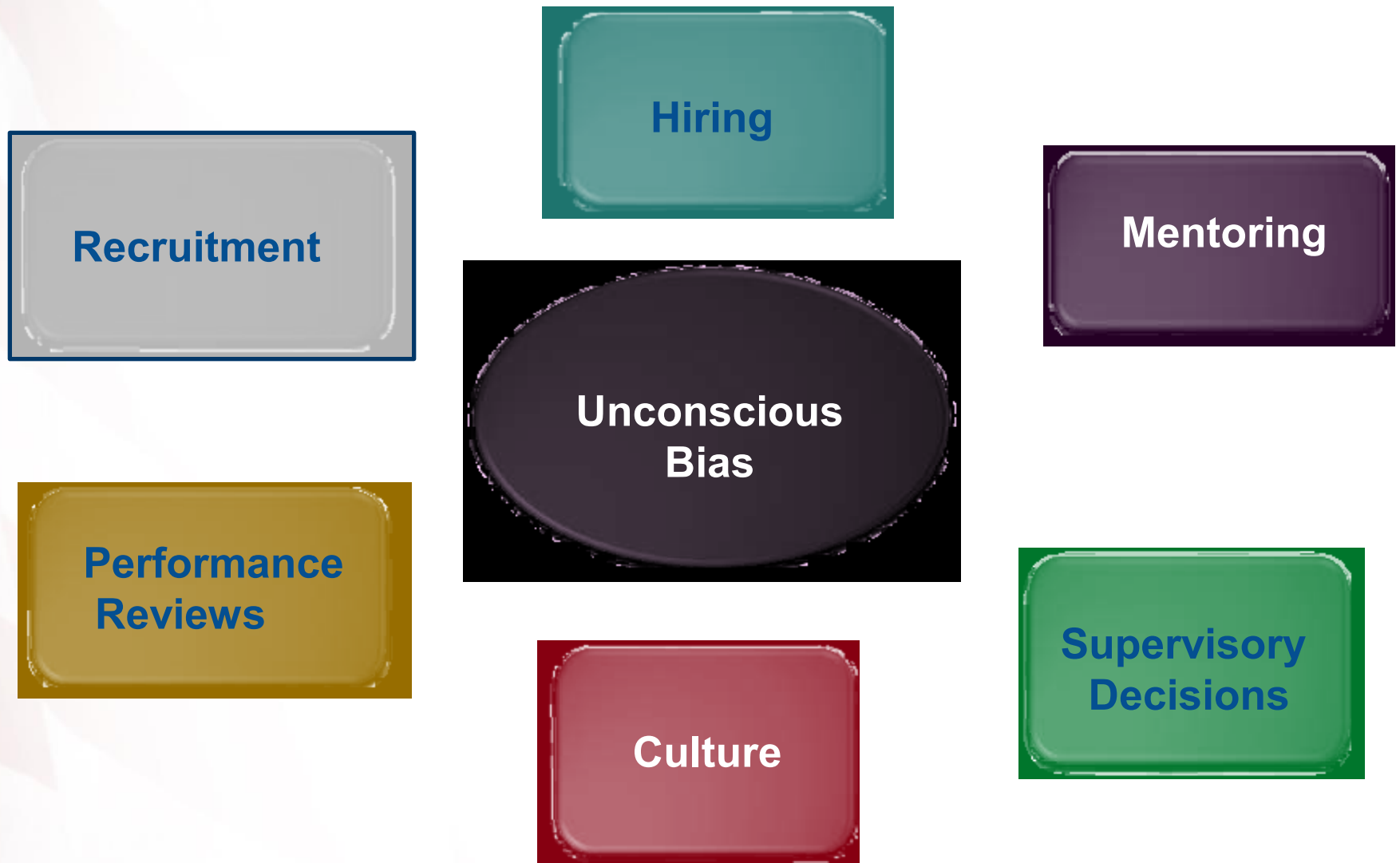
- People of Color/ multiracial
- Working Poor
- Women
- LGBTQ
- Other Ways Knowing
- <35 >60
- Non-U.S. Citizen
- Disabled
- Perceived by others as too fat, tall, short, unattractive

What activates our biases at work?

- ✓ Stress
- ✓ Time constraints
- ✓ Multi-tasking
- ✓ Need for closure



Unconscious Bias in the Workplace



Micro-messaging

Small, subtle, semi-conscious messages we send and receive when we interact with others

Micro-inequities

Negative micro-messages that cause people to feel devalued, slighted, discouraged, or excluded

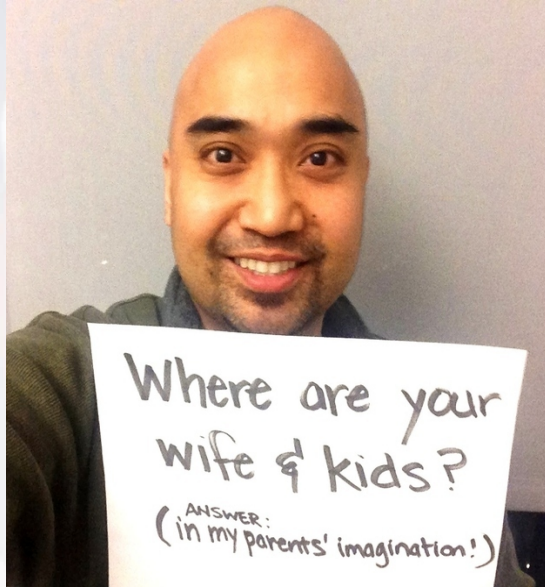


Micro-affirmations

Positive micro-messages that cause people to feel valued, included, or encouraged



- Eye contact
- Facial expressions
- Tone of voice
- Body language
- Invitations (access)
- Socializing (interactions)



What You Can Do?

Pay Attention Now (PAN)



- **P**ay **A**ttention **N**ow
- Be mindful of others' feelings and behaviors
- Be aware of personal surroundings—who do you associate with at work

1. Mindset

- Acknowledge/own your unconscious biases



2. Debiasing

- Seek people who run counter to stereotypic views, increase contact with groups of people outside of your demographics

3. Decoupling

- Break the causal link between bias and behavior (e.g. structural reforms & data)

Valued

- See everyone as an individual
- Tap into everyone's skills, talents, and life experiences

Respected

- Listen, hear, and acknowledge everyone's viewpoints
- Keep an open mind
- Embrace differences

Treated Fairly

- Treat all equitably
- Check your bias
- Support equal access to opportunities



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