



*Understanding
unconscious bias
and
its impact in the
workplace.*

Sinclair Workforce Development Breakfast Briefing

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Welcome, Opening Comments and Brief NCCJ Introduction



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About NCCJ

- ❖ Diversity & Inclusion Experts
- ❖ Areas of Concentration – Youth Leadership Development,
Community Advocacy & Action and Workforce Development
- ❖ Presenter of Annual Humanitarian Awards; “Emerging” Leaders
- ❖ Supporter of Annual Premier Diversity Awards for Businesses



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Key Learnings

- Understanding unconscious bias and its impact in the workplace
- Increased understanding of one's values and beliefs and how they impact relationships and interactions in the workplace
- Strategies to address unconscious bias

Self Introductions

Name

Organization or role

3-4 Words to identify yourself

Personal Agreement

Volunteer to read out loud...



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Personal Agreement

❖ permission to reveal

❖ permission to struggle with issues

❖ “I am who I am.”

❖ I do take responsibility for:

new information and knowledge

challenging myself

allow others to be open and honest about their feelings

❖ respect confidentiality

Important Communication Rule to Remember:

Intent \neq Impact

People who are different than you react to your behavior, not to your intentions.

Defining Bias

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

A strong inclination of the mind or a preconceived opinion about something or someone. A bias may be favorable or unfavorable: *bias in favor of or against an idea.*

Preferences

- McCafe,
Starbucks, Boston
Stoker or Folgers?



Understanding Unconscious or Implicit Bias

- happens automatically
- triggered by our brain making quick judgments and assessments
 - people and situations
 - influenced by our background
 - cultural environment
 - personal experiences or habits

Why Do We Have Unconscious Biases?

- Research suggest we instinctively categorize people and things using easily observed criteria such as
 - Age
 - Weight
 - Skin color
 - Gender
- Also classify people according to educational level, disability, sexuality, accent, social status, and job title
- Automatically assigning presumed traits to anyone we subconsciously put in those groups.

Video; What is Unconscious Bias?

<https://www.youtube.com/watch?v=0veDFGo666s>

<https://www.youtube.com/watch?v=rbe5D3Yh43o>

Values and Beliefs

- What are values?
- How do we develop values?
- How do values influence us at home? Work?
- Do your work and personal values differ?
- Identify your top 3 values

Please identify the top 3 values of importance to you, as guiding principles in your life. Rank them in importance to you.

1. True Friendship
2. Mature Love
3. Self-Respect
4. Happiness
5. Inner harmony
6. Equality
7. Freedom
8. Pleasure
9. Social Recognition
10. Wisdom
11. Salvation
12. Family Security
13. National Security
14. A Sense of Accomplishment
15. A World of Beauty
16. A World at Peace
17. A Comfortable Life
18. An Exciting Life

Values, Attitudes and Behavior (Conscious or Unconscious)

Betari Box Model

Betari Box Model

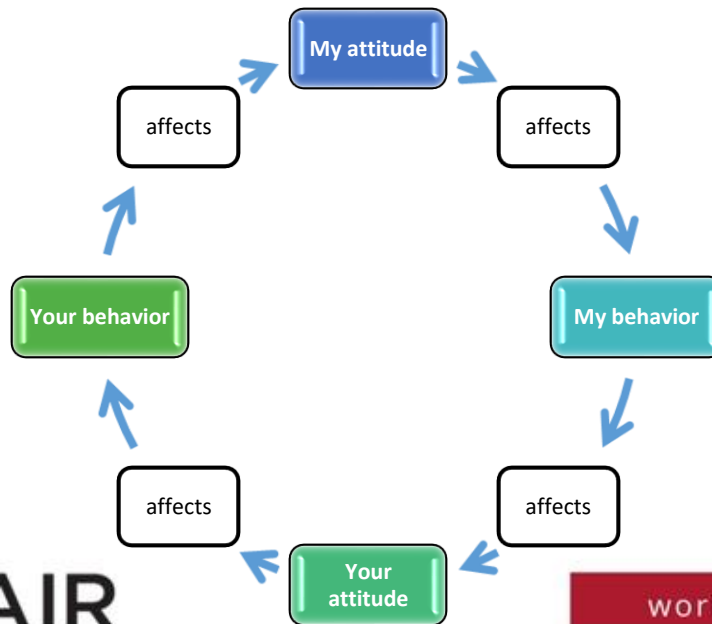
Values:

1. Attitudes about worth
2. Influence behavior
3. Cornerstones of who we are

Become

Attitudes:

- Something we learn
- Formed from our socialization
- Can have positive or negative implications
- Once formed, is not easily changed



Your Value Lens...Small Group Discussions

- Family
- Social Responsibility
- Discipline
- Client Services
- Citizen Responsiveness

The Impact...

- **Mistrust**
- **Lowered morale**
- **Organizational costs**
- **Lost of team members**
- **Undermines recruitment efforts**
- **Others?**



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Overcoming Bias

- Acknowledge that biases do exist
- Recognize your own biases
- Practice inclusive habits
- Use simulation
- Select an accountability partner
- Use language that is clear and non-biased
- Focus on individuals' strengths and successes
- Encourage on-going education; *understand is not appropriate for e-learning solutions*
- Celebrate and acknowledge best practices

Your Take away, Wrap-up and Closing Comments



**We don't see things as
they are**



**We see things as
we are**



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