



Unconscious Bias

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Work

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+ Learning Objectives

- Broaden your understanding of the definitions of diversity and inclusion;
- Understand how your words and actions impact workplace behaviors; student, family and community engagement; and equity;
- To understand unconscious bias; and
- Help individuals to understand their strengths and development needs relating to acknowledging unconscious bias;

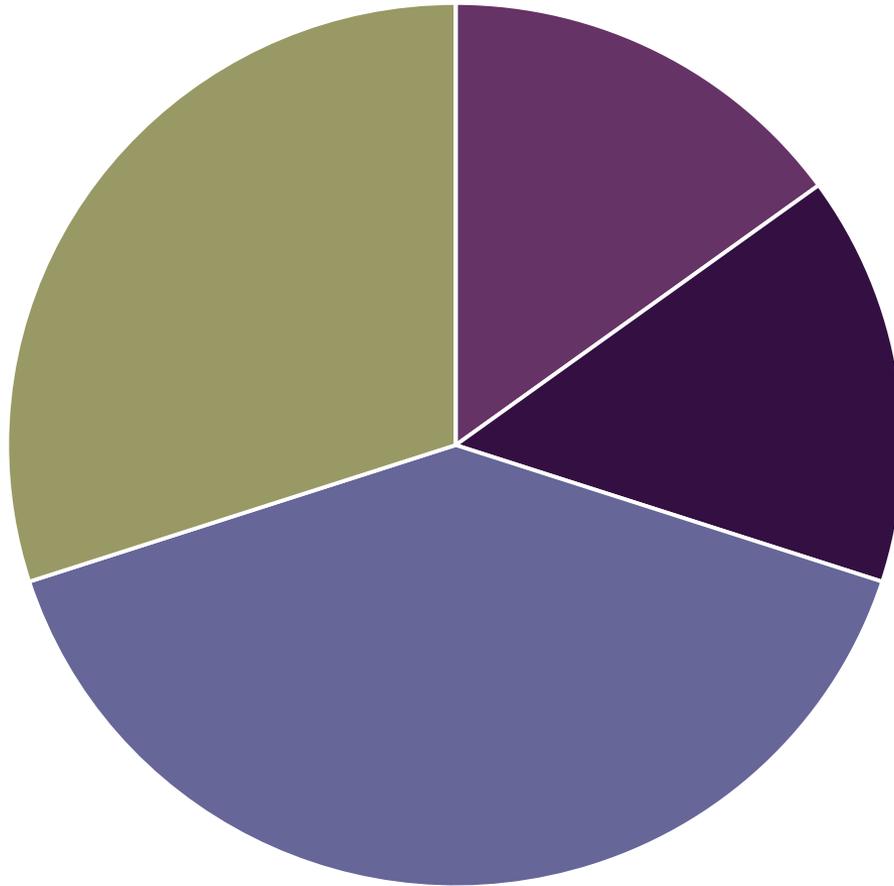
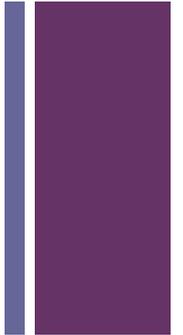


+ Learning Commitments

- Set aside anything that will distract myself or others
- Listen and learn to gain new perspectives
- Grant permission to others to be open and honest
- Hold all personal information shared in the group as 'confidential'
- Apply the skills learned today in order to create a more diverse and inclusive workplace
- Enjoy myself, relax, and keep an open mind

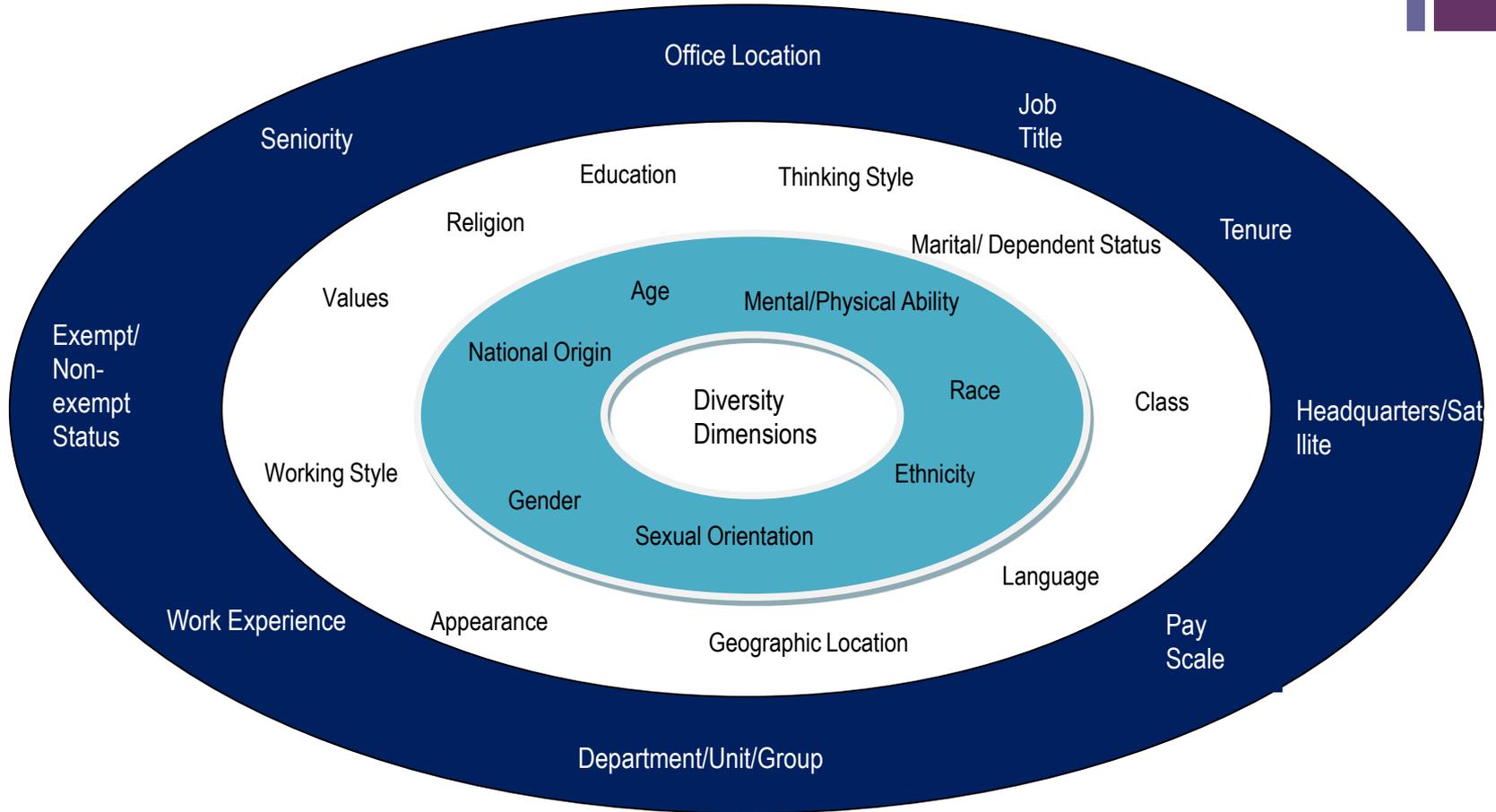
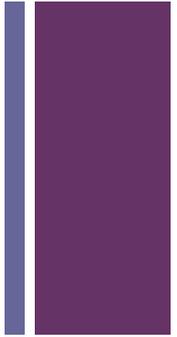


+ Know/Don't Know



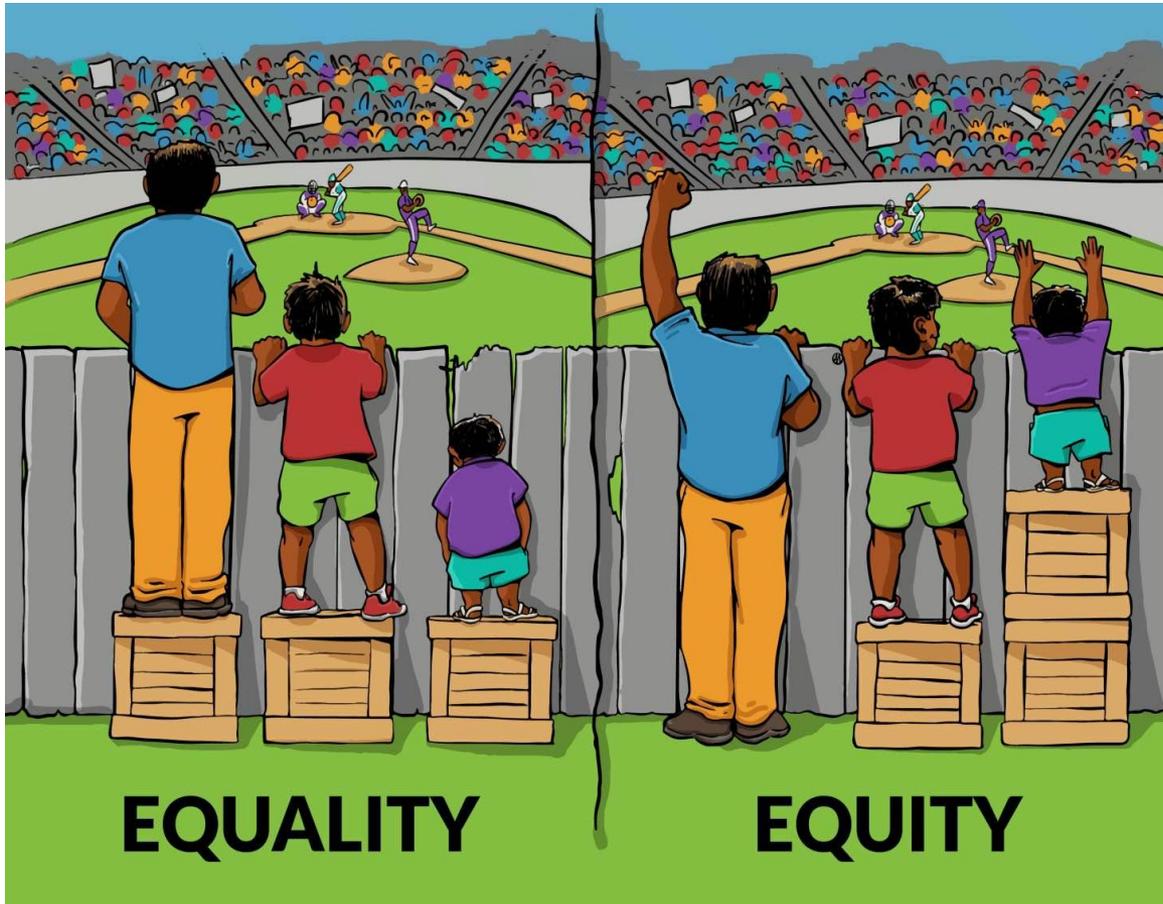
- I know
- I don't know
- I think I know

+ Dimensions of Diversity



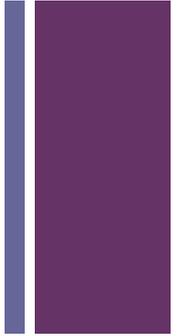


EQUITY





What is Unconscious Bias?

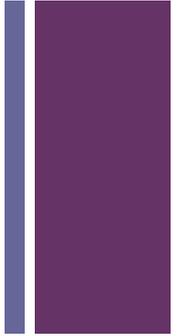


- **(Unconscious Bias** - A positive or negative mental attitude towards a person, thing, or group that a person holds at an unconscious level.
- **Explicit Bias** - An attitude that somebody is consciously aware of having.
- ***Research has found that our unconscious and explicit biases often diverge.*** For example, a person may consciously express a neutral or positive opinion about a social group that they unconsciously hold a negative opinion about.

Source: http://med.stanford.edu/diversity/FAQ_REDE.html



A Few Key Characteristics of Unconscious Biases



- Unconscious biases are **pervasive**; everyone possesses biases.
- Unconscious and explicit biases are **related yet different** and may reinforce each other.
- The unconscious associations we hold **do not necessarily align with our declared beliefs** or even reflect stances we would explicitly endorse.
- We generally tend to hold unconscious biases that **favor our own in-group**.
- Implicit biases are **malleable**.



A Few Key Characteristics of Unconscious Biases



- **What is the root cause of unconscious bias?**
 - Years of exposure to bias and stereotypical information
 - Mental shortcuts that fill in gaps in our knowledge with similar data from past experiences and cultural norms
 - Received through life experiences, work experiences, media and community
- **Does everyone have unconscious bias?**
 - Yes, everyone possesses unconscious bias - even when we make a commitment to act and think impartially
 - Unconscious biases are easily influenced and suggested; we can gradually unlearn them



Recognizing Unconscious Bias



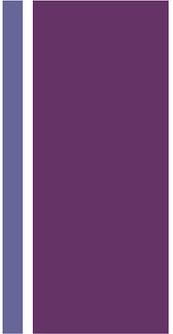
- **What does explicit bias look like?**
 - Extending a belief
 - Limiting a person's participation in a meeting based on his/her thinking or communications style
 - An awareness that you have a belief about a group of individuals

- **What does unconscious bias look like?**
 - Semi-automatic thoughts, beliefs and actions based on prejudiced judgment and/or social behaviors
 - Unconscious thoughts and feelings that influence seemingly objective decisions
 - When a single thought or belief is applied to a group of people without reservation or hesitation

- **Examples**
 - “Women only cry when they are mad.”
 - “Baby Boomers do not like technology.”
 - “Millennials cannot live without technology.”
 - The Law Firm Memo



Example of Unconscious Bias



AP Associated Press AP - Tue Aug 30, 11:31 AM ET

A young man walks through chest deep flood water after looting a grocery store in New Orleans on Tuesday, Aug. 30, 2005. Flood waters continue to rise in New Orleans after Hurricane Katrina did extensive damage when it

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AFP 3:47 AM ET

Two residents wade through chest-deep water after finding bread and soda from a local grocery store after Hurricane Katrina came through the area in New Orleans, Louisiana. (AFP/Getty Images/Chris Graythen)

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- Katrina's Effects, at a Glance AP - Tue Aug 30, 1:26 PM ET

[Hurricanes & Tropical Storms](#)





Types of Unconscious Bias



- **Confirmation** – the tendency to search for or interpret information and behaviors in a way that confirms what you already believe.
 - **Effective Heuristic** – the tendency to judge someone by superficial appearance factors such as body weight, height, visible tattoos, piercings, etc.
 - **Homophily** – the tendency to want to be associated with people who have characteristics similar to our own.
 - **In Group/Out Group** – the tendency to include those in the in-group people who share similar qualities and exclude others to the out-group for those who do not share those similar qualities.
 - **Intuition** – the tendency to make a decision based upon your “sixth sense” or emotion.
 - **Performance** – the tendency to judge someone based on potential and judge others based upon specific accomplishments. Those who are considered in the in-group receive the benefit of the doubt and performance is overestimated.
 - **Stereotype** – the tendency to judge someone based upon common stereotypes or biases associated with the group to which they belong.
- *NOTE: Continued **Stereotype Bias** can lead to **Stereotype Threat**, which is the internalization of the stereotype bias that leads someone to believe and act in accordance with the stereotype.*

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Group Exercise



- *Instructions: Review and respond to the questions below on your own. Your facilitator will ask you to work in pairs and share your individual responses with another participant.*

- **Reflective Questions**
 - Do you feel people you work with experience biases? Why or why not?
 - Identify a time at work where you have operated on a belief that you now believe may have been an unconscious bias. Please describe the bias.
 - What experiences or information influenced your bias?
 - What decisions did you make based upon your unconscious bias?
 - Have you seen others act on an unconscious bias?
 - Did you share your observation with others? Why or why not? If yes, when did you share it?



Unconscious Bias Checklist

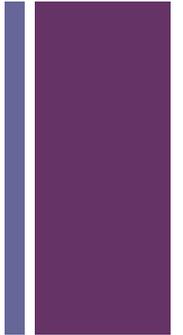


- Be aware of your own biases – take the time to identify what some of those biases are and why you have them. Be mindful of subtle clues.
- Identify what Dimension of Diversity is impacted by your unconscious bias.
- Identify Behaviors that may be the result of your unconscious biases.
- Create a Bias Network – these individuals will help you identify some of your biases that you may not be aware of and also assist in addressing the impact of those biases.
- Assume Positive Intent – as you empower people to assist you with acknowledging your bias, assume they have positive intent.
- Identify the criteria you use for making decisions and identify any conscious or unconscious bias that impacts that criteria.
- Hold yourself and colleagues accountable – call out bias when you see it.



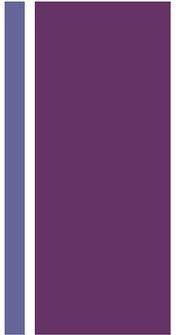
Make a Change Today

- Select one or two Unconscious Biases that you will explore at work to increase your knowledge and understanding.
- How will you use this knowledge and understanding to support equity, diversity, and inclusion at work?





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