Mitigating Unconscious Bias

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Benefits of Social Diversity

Research shows that diverse work groups are:

- more innovative
- diligent
- better at finding solutions
- have more breakthrough ideas

Working with people from different backgrounds motivates us to prepare better, to anticipate views different from our own, and to put more effort into solving problems.

Challenges of Social Diversity

- Greater discomfort
- Increased anxiety
- Less cohesiveness
- Less effective communication

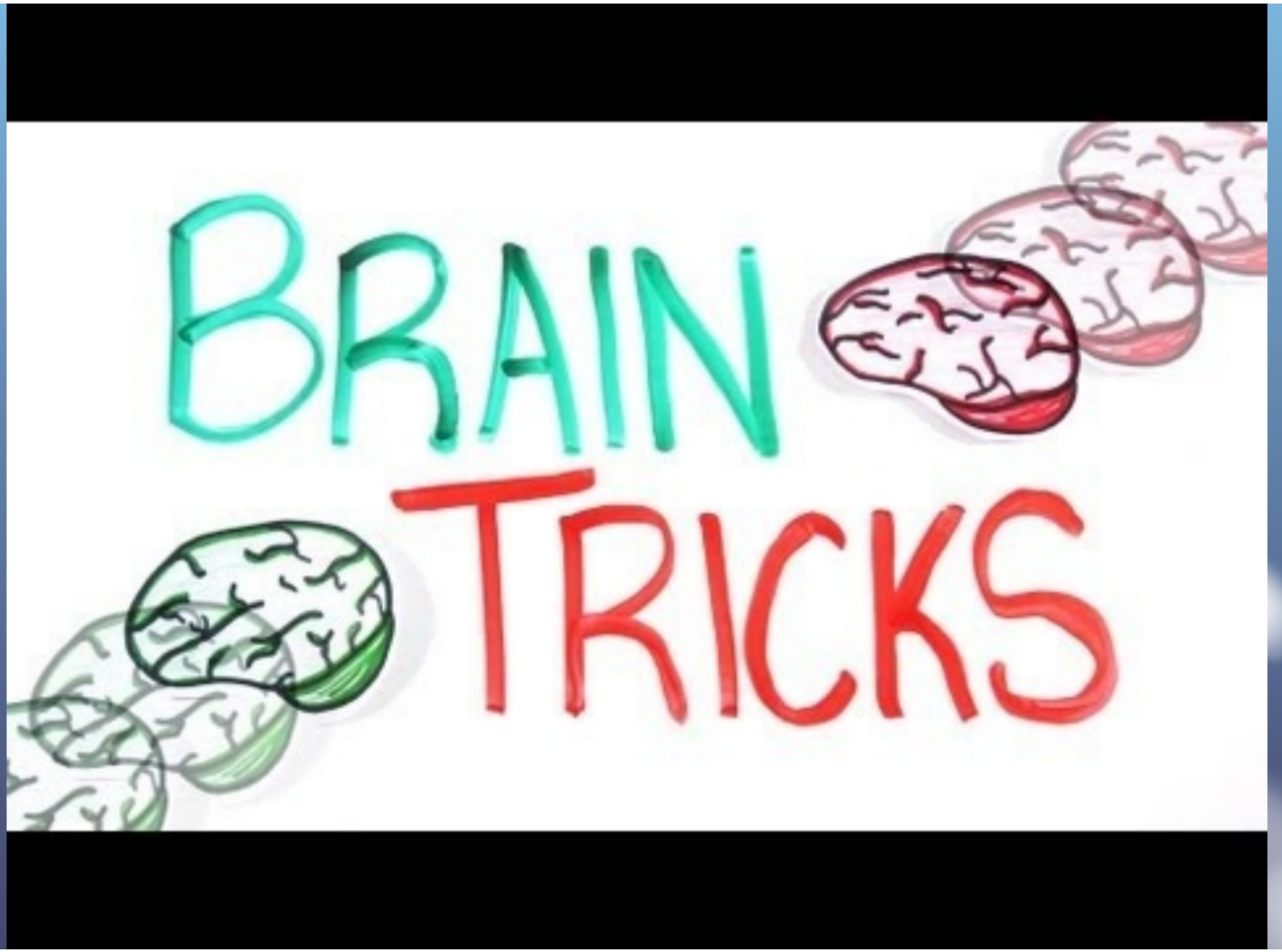
It takes commitment and skill to cultivate an inclusive culture.

Unconscious Bias

Understanding how it operates

Cognitive biases refer to a range of systematic errors in human decision-making stemming from the tendency to use mental shortcuts.

Video


BRAIN
TRICKS

vasive.

Biases are a product of very normal cognitive processes essential for navigating a complex world.

Biases derive from expectations or learned associations based on our “models” of the world.

Biases occur without intent or motivation.

Biases are pervasive.

How this plays out when it comes to people

Definition

Attitudes and stereotypes are developed that affect our understanding, actions, and decisions without our awareness or intentional control (Blair, 2002).

We expect a group or person to have certain qualities without having real information about them.

Socially constructed identities create forms of power.

The power to…

Categorize and Judge

Elevate and Downgrade

This leads to...

Making assumptions about

Motivation

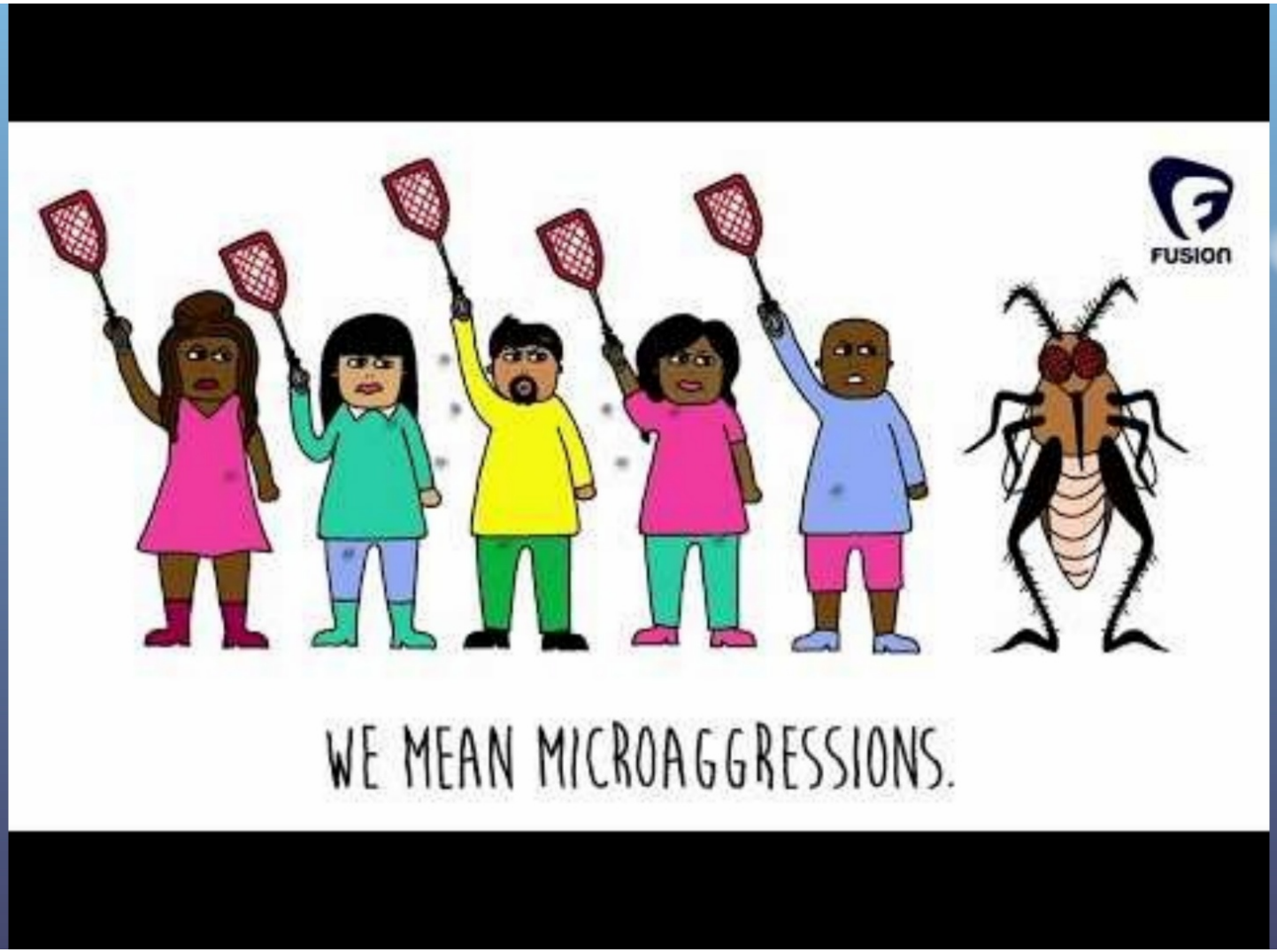
Ability

Intelligence

Worth

Microaggressions

- Interactions and actions—slights, insults, jokes, comments, behaviors, and even “compliments”—that signal that a person is devalued, stands out disfavorably, or is viewed through the lens of a stereotype because of their identity.
- While these everyday interactions are typically subtle and brief, they have extremely negative impacts on people’s mental and physical health.


FUSION
WE MEAN MICROAGGRESSIONS.

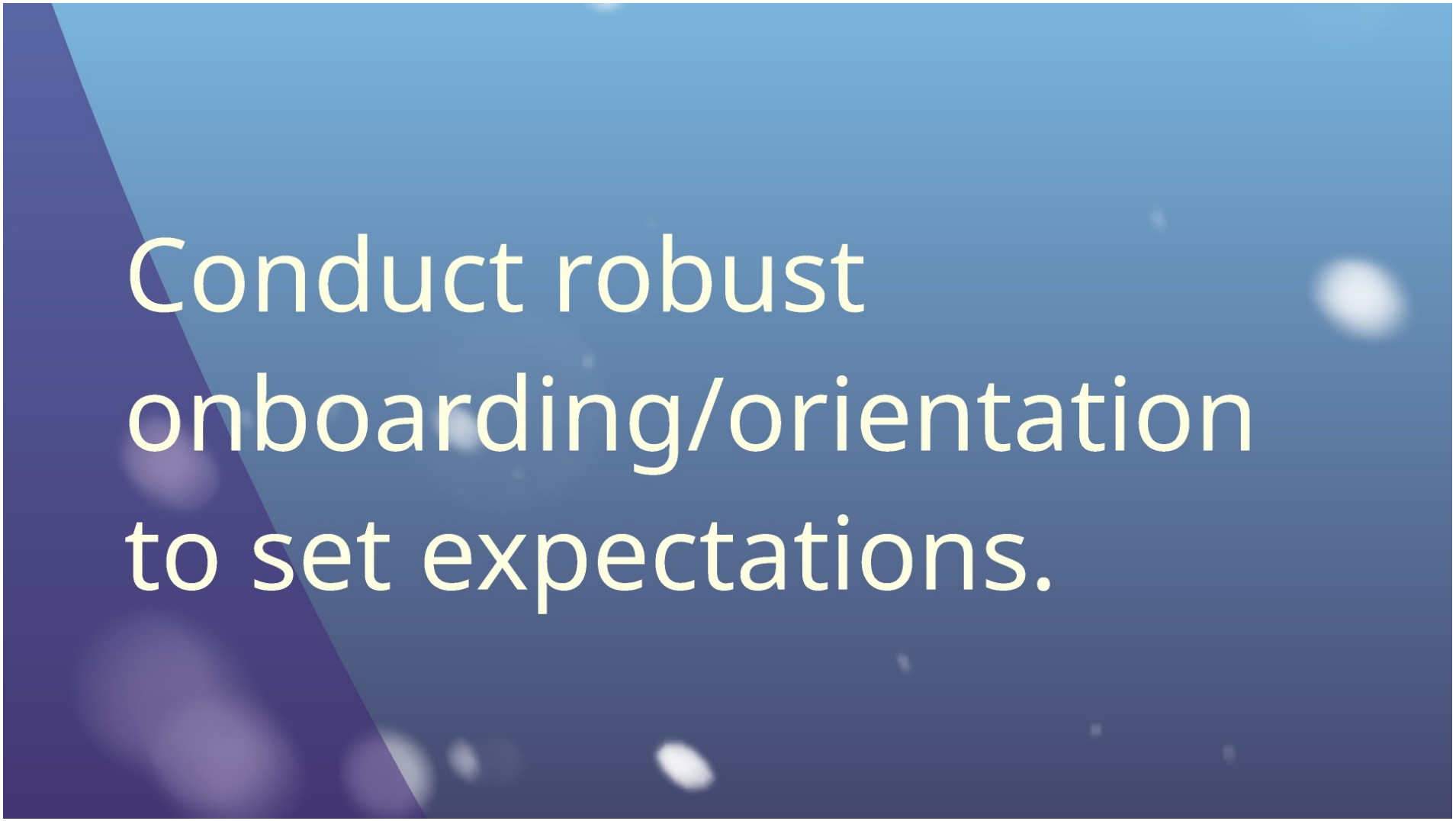
Areas of Impact

- Recruiting, Hiring, and Selection
- Grading, Evaluation, and Feedback
- Division of Labor
- Committee and Team Decisions
- Rewards, Compensation, and Promotion

Simply talking about bias is insufficient for eliminating its influence.

Organizational Practices for Mitigating Bias

Develop and set clear and explicit norms and expectations for behavior.


Conduct robust onboarding/orientation to set expectations.

Build skills that
support performance
expectations.

Ensure that organizational practices are informed by diverse perspectives.

Explore whether some contributions and work go unnoticed or unrecognized.

Create a culture of explaining and describing processes (transparency).

Create a culture of
addressing potential bias
& negative treatment.

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Personal Practices

Practice Perspective Taking

Give people the benefit of doubt

Pay attention to mood and the conditions present

Reflect on judgments and first impressions

Run "Mental Simulations"

Practice Cultural Humility

Stay curious

Be willing to be wrong and commit to repairing impact

Thank You