

# Breaking the Bias Bubble

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Organizational Development and Training

# Biases Compromise Success in the Workplace

- Interfere with hiring the best people
- Interfere with employee retention
- Interfere with effective teams
- Diminish university productivity and individual success
- Compromise recruitment and philanthropy efforts
- Result in litigation

# Broaden Your Kinship Groups

# Empathy is a Two-Way Proposition

If you define yourself as a member of:

- the majority population or advantaged group
  - try to empathize with the emotions of those who have traditionally been targets of bias

If define yourself as a member of:

- an emerging or disadvantaged group
  - try to empathize with emotions that the majority might experience that are similar to your own.

# Ice Breaker ~ ~

Form groups of 2 or 3, introduce yourselves and discover shared Kinship Groups:

- Acknowledge a shared or different race
- Identify a shared work ethic and other common values.
- Identify shared experiences
- Identify or create shared goals.

What Is It? Where Does It Come From?

**Bias**

# Bias - What Is It?

- An inflexible belief about a particular category of people
  - Attitudes, not actions, are biased
  - Any given action or thought may or may not reflect a biased attitude
  
- Guerilla Biases - those biases that are hidden behind what appear to be positive actions

# Bias - Where Does It Come From?

➤ Biases are learned:

➤ Parents

➤ Media

➤ Positive and negative experiences

# How Does Bias survive?

- Culture
- Toleration

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Individuals are also responsible for the survival of bias



# The Power of Bias

- The illusion of predictability makes us feel more secure
- We distort external reality to reinforce what we believe
- The more we believe a bias to be true, the more we believe it to be good and desirable

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It is important that bias attitudes be corrected  
no matter who holds them



Think about everything you  
believe but do not believe  
everything you think!

Maura J Cullen

Where Do We Even Begin?

# Intent vs. Impact

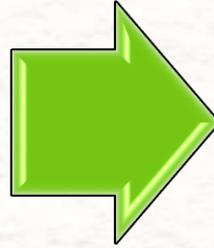
**It was only a joke, lighten up!**

- Apologizing lessens the hurt but not the impact
- Accepting responsibility for our mistakes is essential for building a positive connection

Group Exercise

Did I Say That?

Share a phrase you've used  
and your intention in using it



Together, explore possible  
impacts together

- “Some of my best friends are Black, White, Gay, Muslim, Asian, etc....”
- “I know exactly how you feel!”
- “I don’t think of you as...”
- “What do ‘your’ people think?”
- “You have such a pretty face.”
- “That’s so Retarded.”

# Why do People Overreact?

# Hit the Pause Button

1. Give yourself a moment to delay a kneejerk response
2. In that moment think about your response logically - Does it make sense?
3. Is there an emotional response fueling your response?

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The more a response is accompanied by an emotional charge, the more it likely comes from a bias

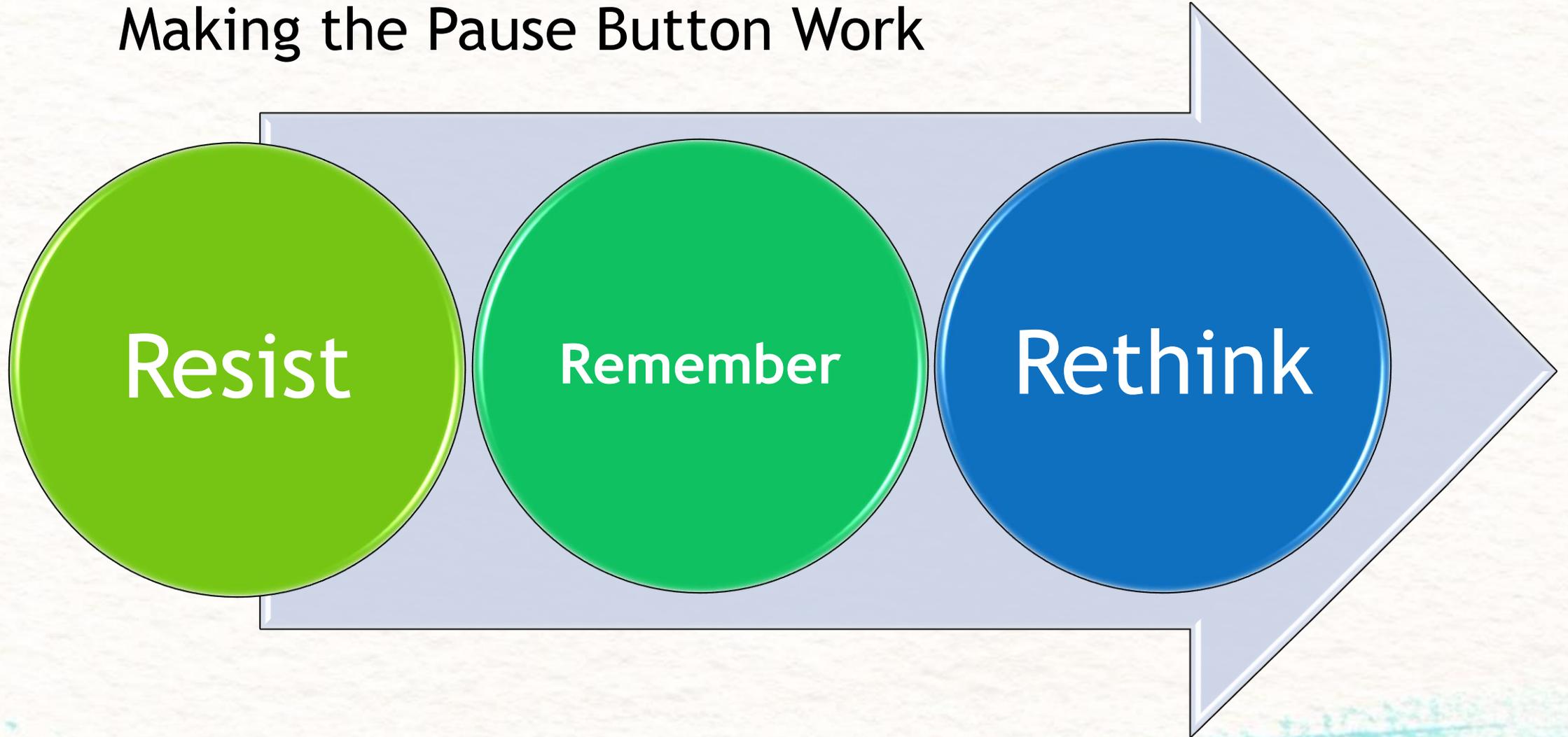


Intentions are invisible. We  
assume them from other  
people's behavior.  
In other words, we make  
them up.

Difficult Conversations  
A Book by Douglas Stone

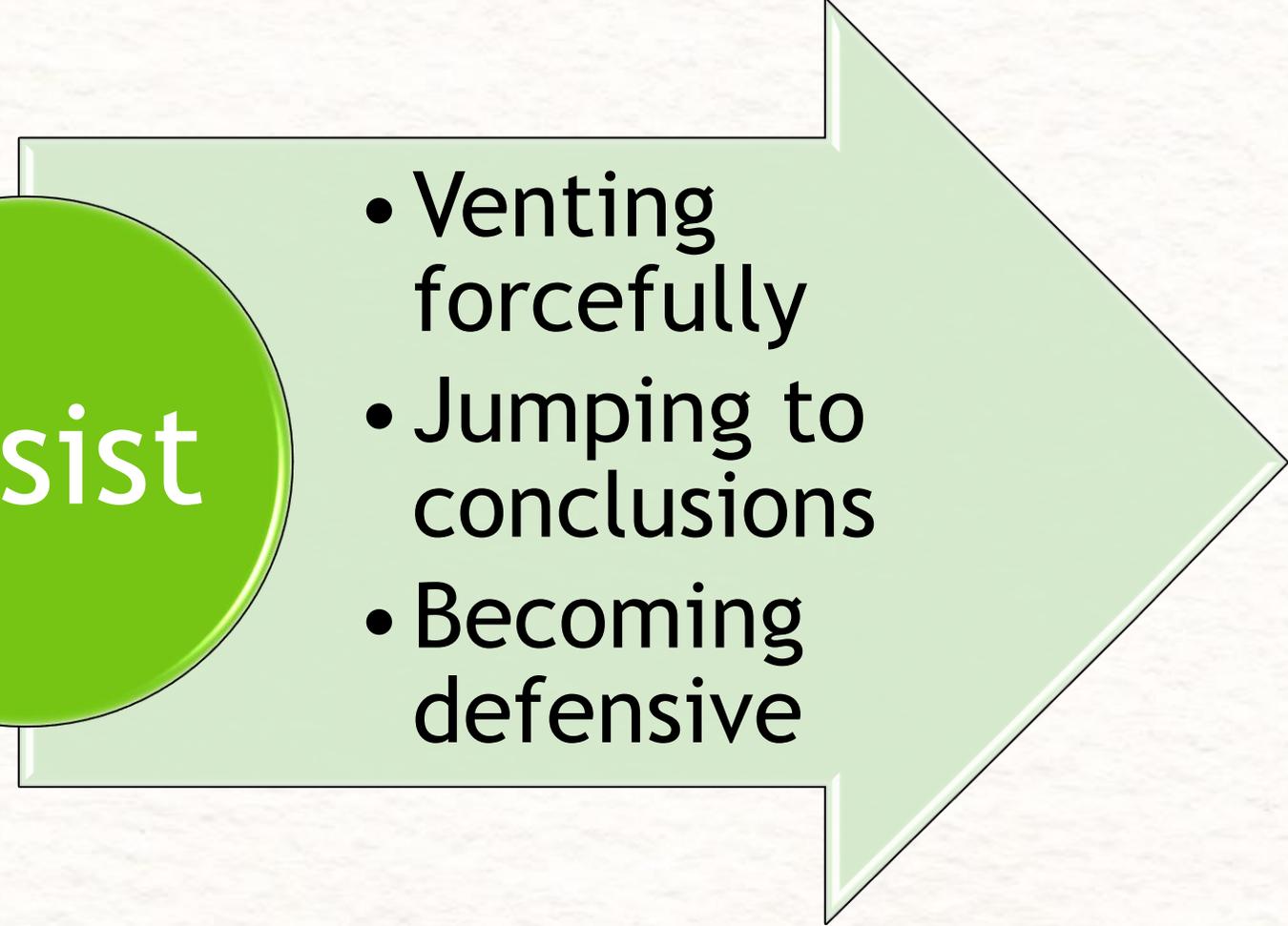
# Diversity Fitness

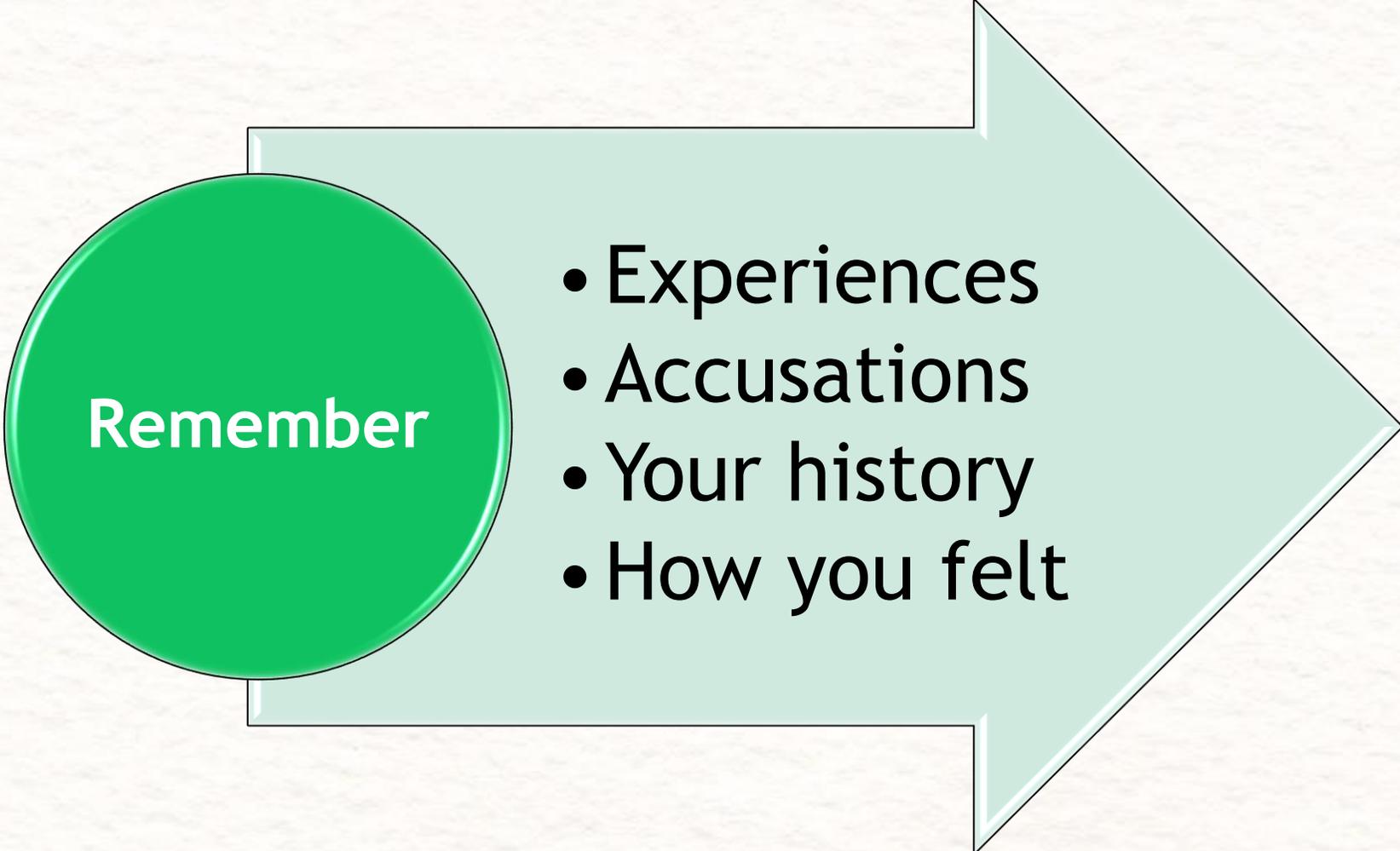
# Making the Pause Button Work





# Resist

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- Venting forcefully
  - Jumping to conclusions
  - Becoming defensive

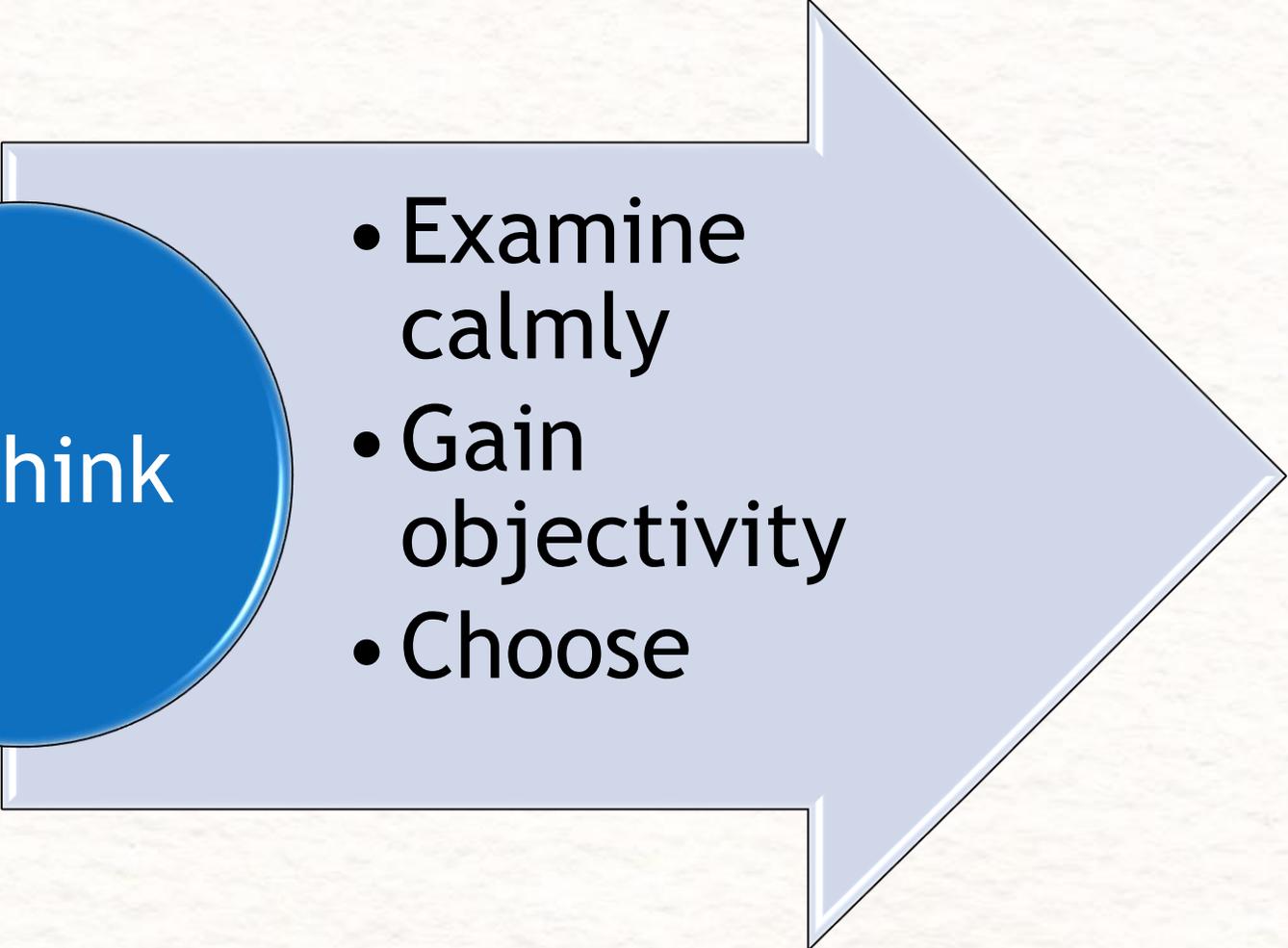


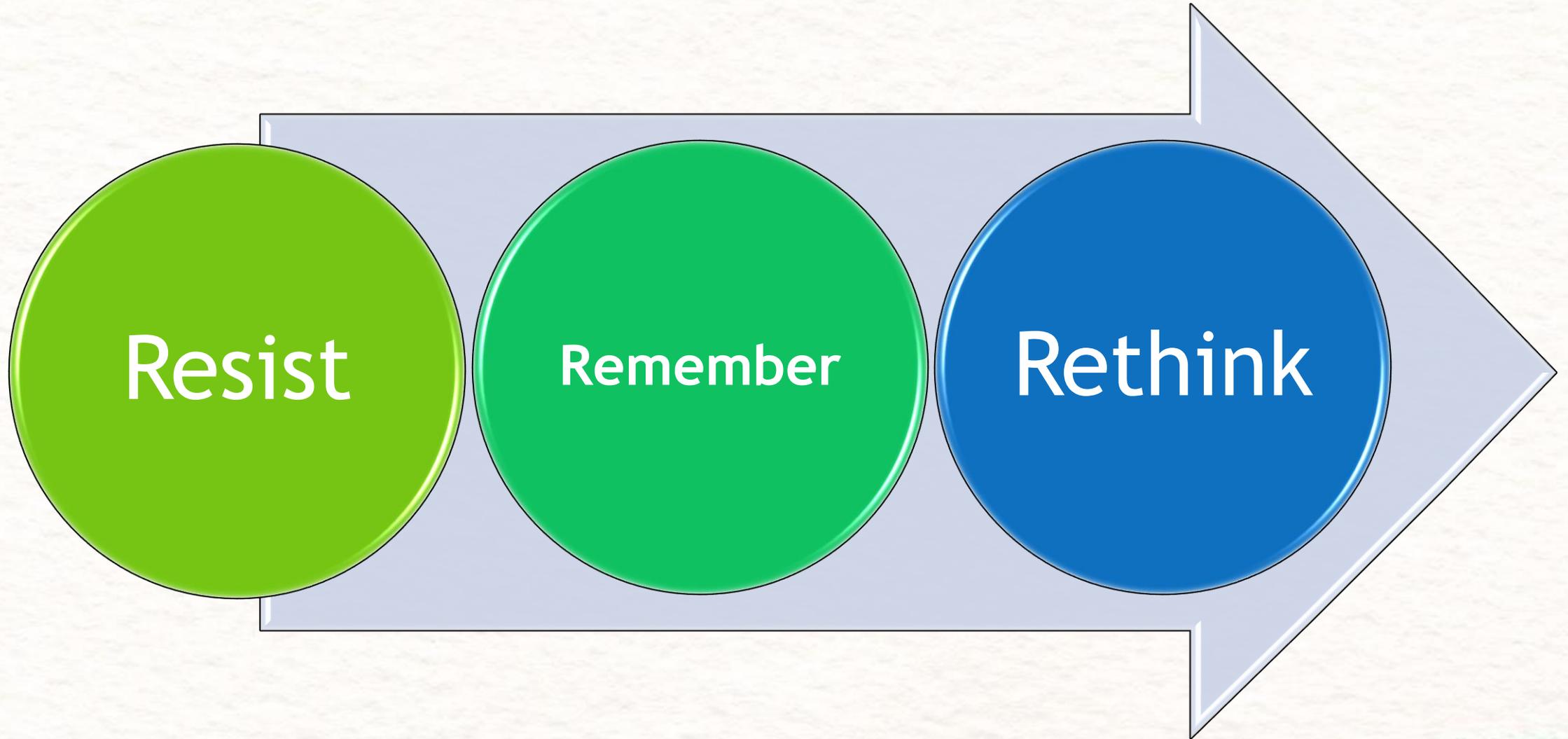
**Remember**

- Experiences
- Accusations
- Your history
- How you felt



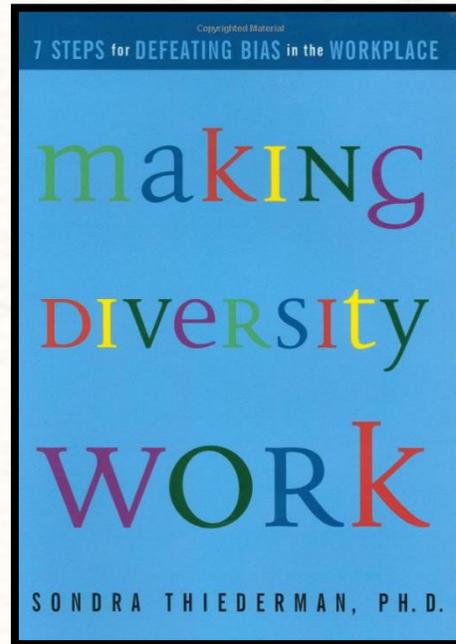
**Rethink**

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- Examine calmly
  - Gain objectivity
  - Choose

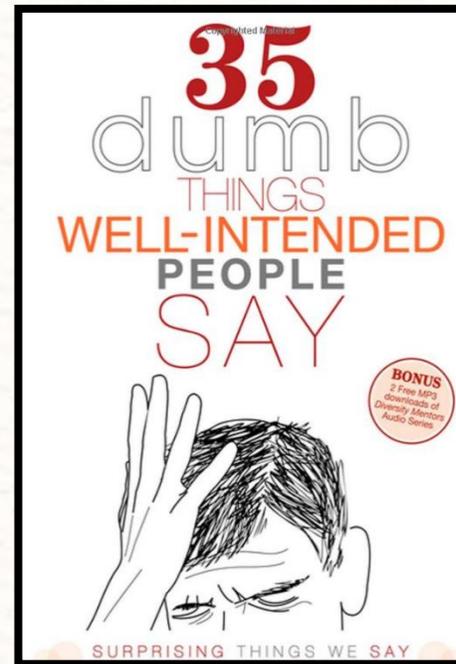


## Resources

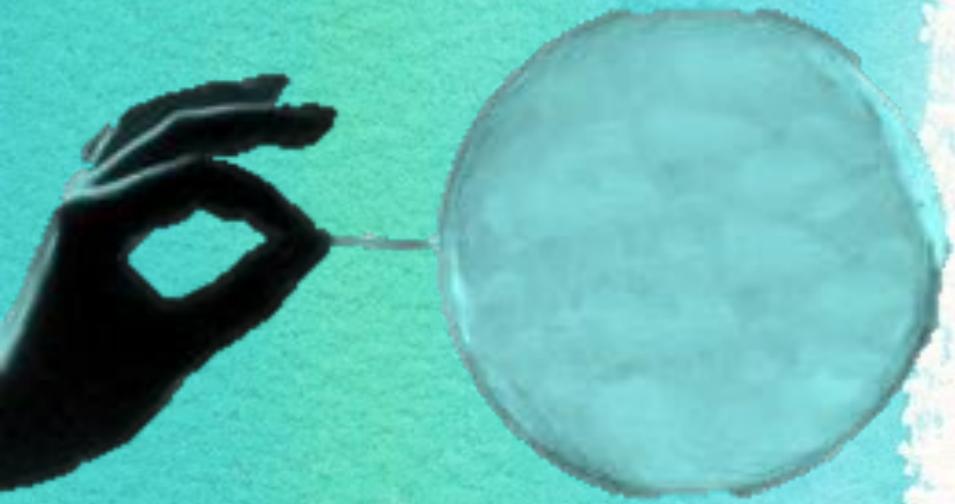
Some content and the models used in this presentation are from the following publications:



Sondra Thiederman,  
Making Diversity Work,  
Dearborn Trade Publishing,  
2003.  
ProQuest Ebook Central



Dr. Maura Cullen, 35 Dumb Things  
Well-Intended People Say,  
Morgan James Publishing, LLC  
125 Franklin Ave. Suite 325  
Garden City New Jersey 11530-  
1693  
ISBN: 978-1-60037-491-3



How will you use what  
you've learned today in  
the next 24 hours?

That's a Wrap!