

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

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

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

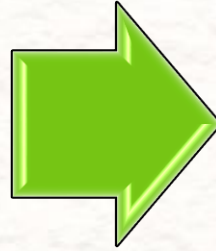
It was only a joke, lighten up!

- 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?

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

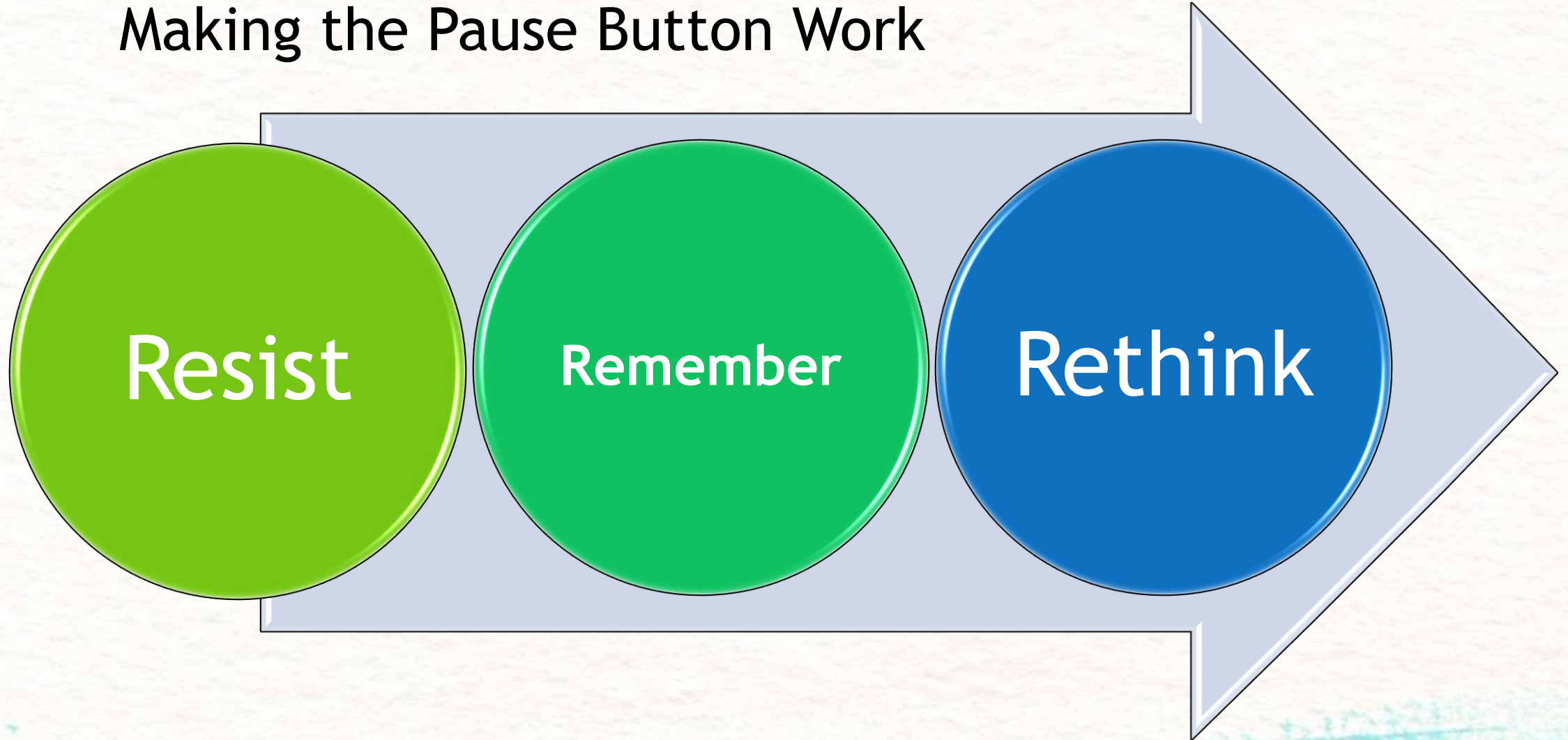


Intentions are invisible. We
assume them from other
people's behavior.
In other words, we make
them up.

Difficult Conversations
A Book by Douglas Stone

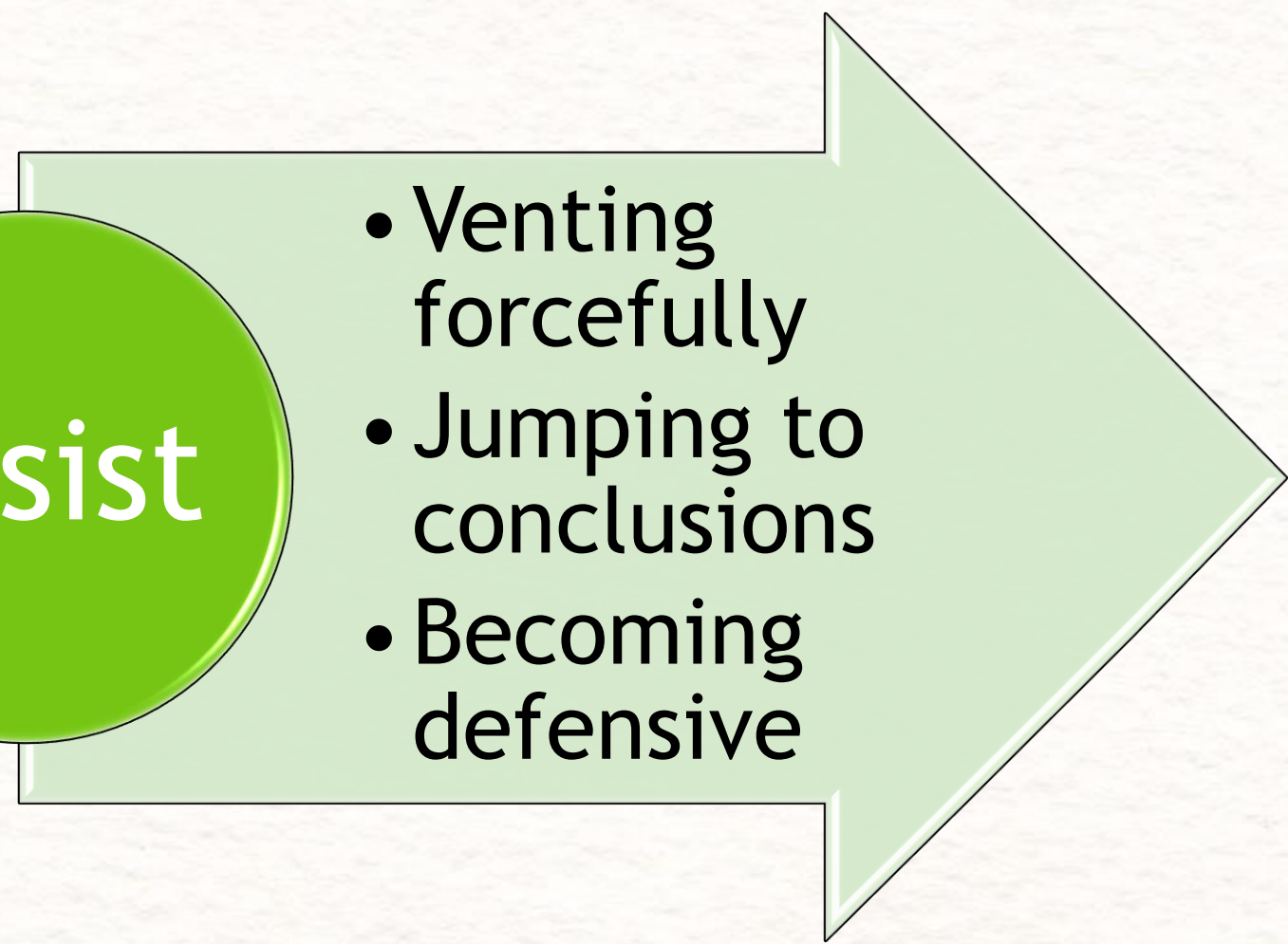
Diversity Fitness

Making the Pause Button Work





Resist

- 
- Venting forcefully
 - Jumping to conclusions
 - Becoming defensive

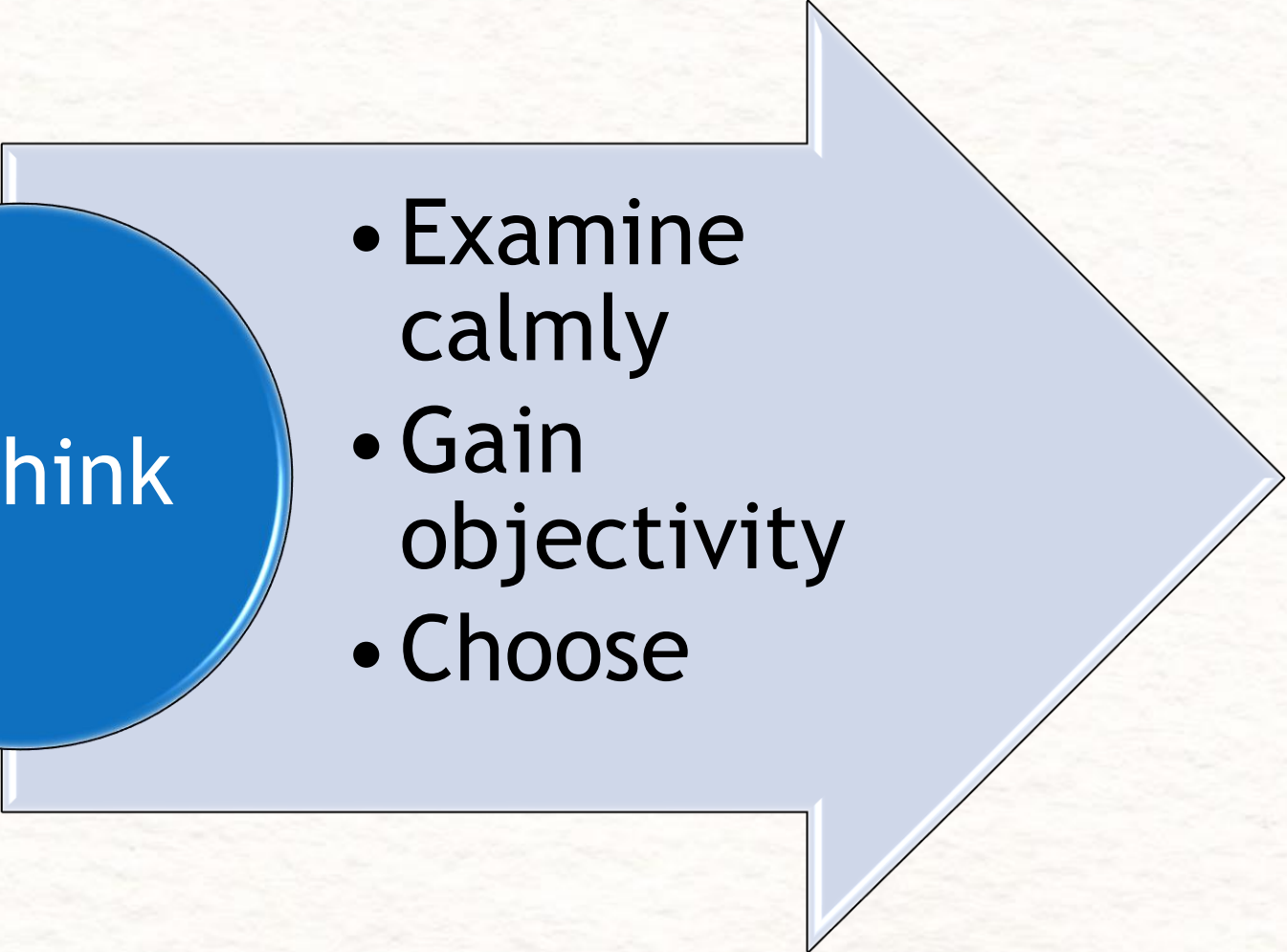


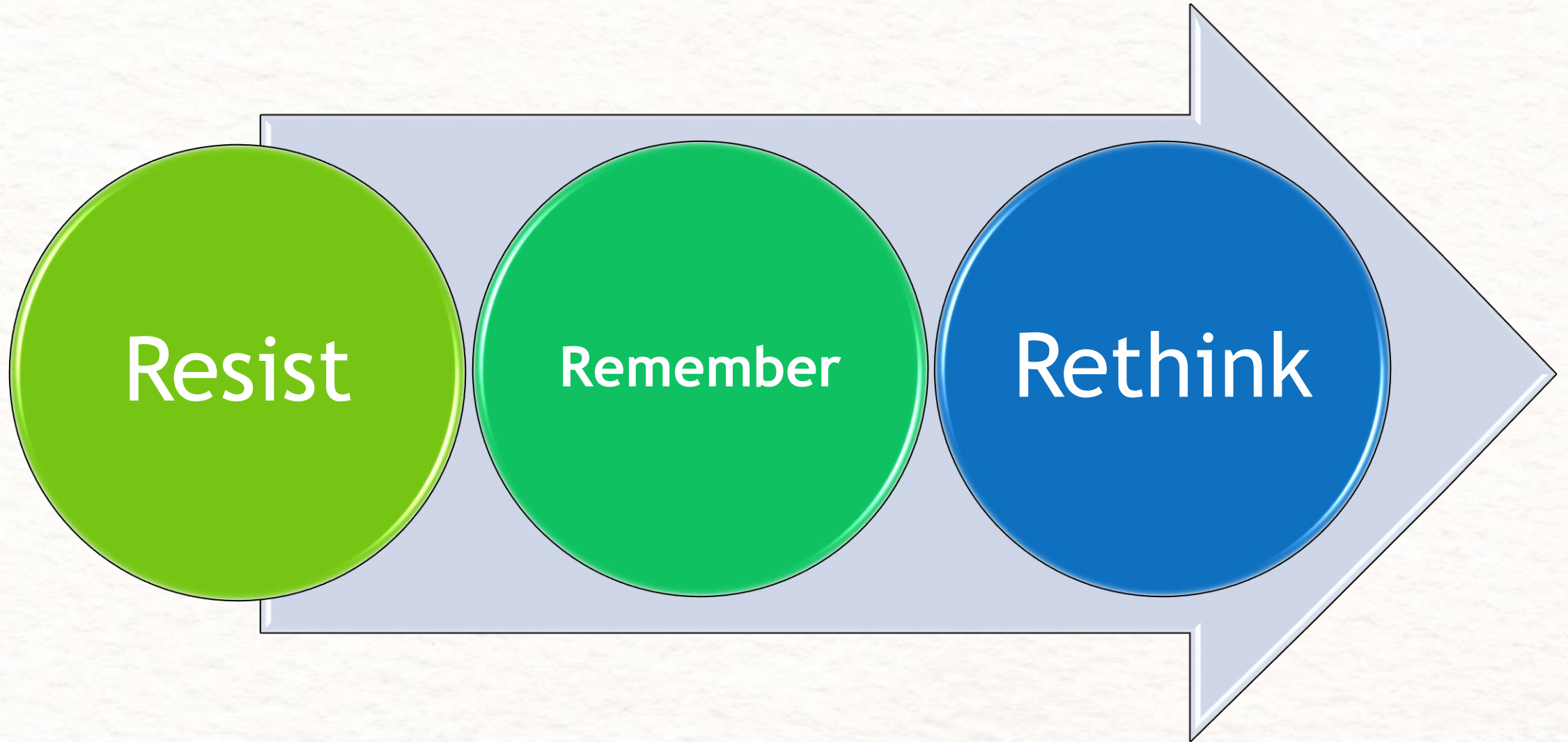
Remember

- Experiences
- Accusations
- Your history
- How you felt



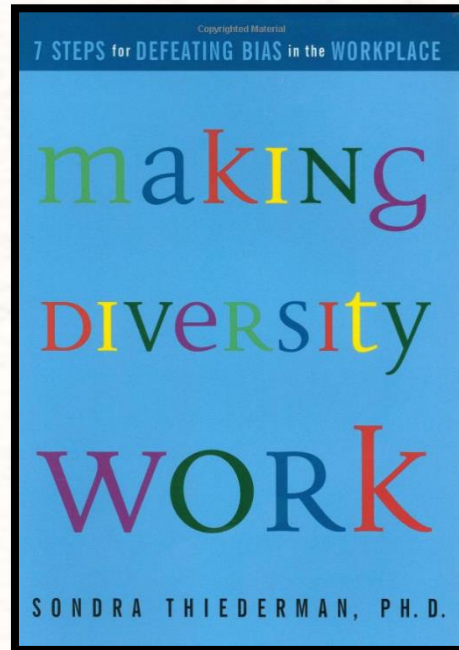
Rethink

- 
- Examine calmly
 - Gain objectivity
 - Choose

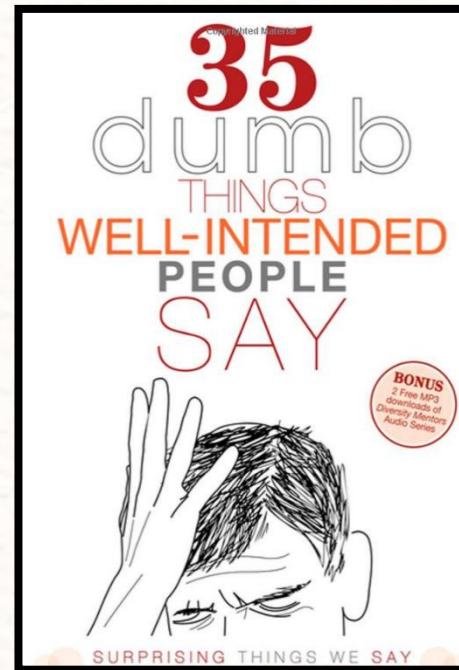


Resources

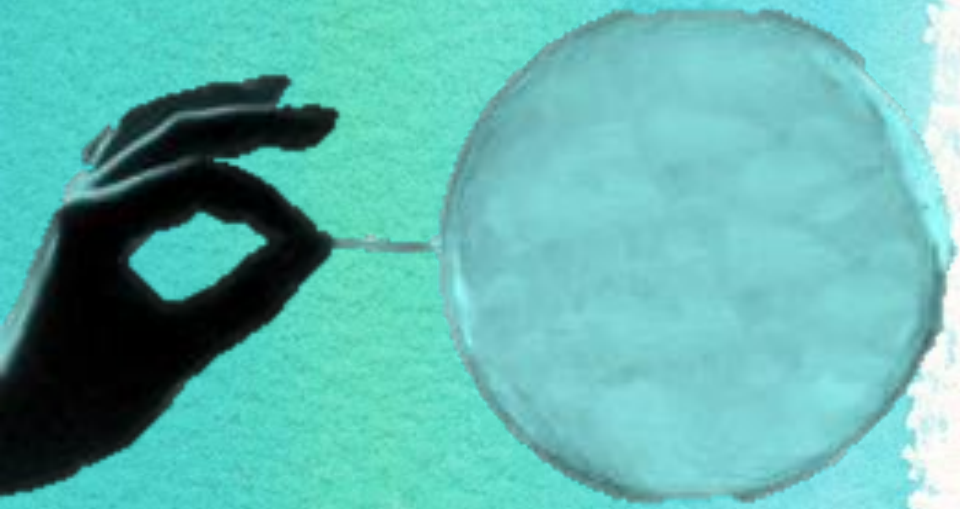
Some content and the models used in this presentation are from the following publications:



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!