



Unconscious Bias

Course ID #: 7000-793-ZZ-Z

Hours: 7

Course Content

Course Description:

Are you in control or being controlled?

Imagine the hundreds of decisions we make in a day. How many of them do you choose for yourself, and how many of them are chosen for you without you even noticing? There is no malevolent machination at work. In fact, it is something far more basic and intrinsic to the human experience. Bias is our predisposition to make certain choices without a second thought. Many of these are benign: avoid touching hot objects or bundling up in the cold. While these prejudices assist with our survival, bias also brings about unfortunate, undesirable, and unintended consequences.

Unconscious bias, also known as implicit bias, is as part of the human condition as breathing, yet it can have devastating consequences with near-inescapable effects. Such bias compels us to only see evidence that supports our own conclusions, or wince when we hear non-Anglo sounding names. It can even compel someone to dismiss another person's point of view simply because they aren't "like us."

While some of these acts seem unthinkable, that is the insidious part of unconscious bias: you didn't think; you just did.

So, how? How do we discover our own unconscious bias-- our own blind spots-- and combat them? How do we grapple with the knee-jerk social stereotypes we unknowingly pigeonhole others into without a second thought?

Together, we will shed light not only on the most common unconscious bias and how they may form, but also tackle a system for bringing the unseen to the conscious mind so that we may choose after all.

Course Objectives:

Upon completing this course, students will be able to:

- Identify their own as well as common unconscious bias
- Deploy curiosity and empathy in equal measure
- Develop tools and strategies to be a powerful ally and advocate for yourself and others
- Enhance the performance and professionalism of the entire team



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Target Audience:

Any business professional or leader striving to reach higher levels of performance through empathy, curiosity, and unmasking the blind spots of ourselves and our team.

Topics:

Module One: Getting Started

- Workshop Objectives
- Action Plan
- Evaluation Form
- Pre-Assignment
- Pre-Test

Module Two: What is Unconscious Bias?

- Definition
- How Does it Work?
- Triggers
- Impact
- Practical Illustration
- Module Two: Review Questions

Module Three: Types of Unconscious Bias (I)

- Affinity Bias
- Halo Effect
- Attribution Bias
- Confirmation Bias
- Practical Illustration
- Module Three: Review Questions

Module Four: Types of Unconscious Bias (II)

- Horns Effect
- Contrast Effect
- Beauty Bias
- Height Bias
- Practical Illustration
- Module Four: Review Questions

Module Five: Types of Unconscious Bias (III)

- Conformity Bias
- Gender Bias
- Name Bias
- Ageism Bias
- Practical Illustration
- Module Five: Review Questions

Module Six: Effects on Company

- Recruitment
- Employee Turnover & Low Morale
- Decreased Productivity
- Reputation
- Practical Illustration
- Module Six: Review Questions

Module Seven: Mitigating Unconscious Bias

- Set Expectations
- Get Feedback
- Encourage Participation
- Train Employees
- Practical Illustration
- Module Seven: Review Questions

Module Eight: Training

- What to Include?
- Who Should Be Trained?
- How to Conduct?
- Check for Understanding
- Practical Illustration
- Module Eight: Review Questions



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Module Nine: Promote Inclusion

- Educate
- Celebrate Differences
- Listen to Employees
- Fortify Anti-Discrimination Policies
- Practical Illustration
- Module Nine: Review Questions

Module Ten: Benefits

- Workplace Culture
- Ethical
- Financial
- Legal
- Practical Illustration
- Module Ten: Review Questions

Module Eleven: Handling Complaints

- Gather Information
- Evaluate Credibility of the Complaint
- Interview Those Involved
- Take Action Against Offender
- Practical Illustration
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Lessons Learned

Register for this class by visiting us at:
www.tcworkshop.com or calling us at 800-639-3535