

Unconscious Bias

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Unconscious Bias

LEARNING OBJECTIVES

01

Definition of Unconscious Bias

02

Participants will be able to identify the impact of unconscious biases on service delivery

03

Participants will be able to define and give examples of microaggressions

04

Participants will be able to identify strategies to address unconscious biases

Unconscious Bias

Definition of unconscious bias:

“Bias is an inclination or prejudice for or against one person or group. In other words, unconscious biases are unconscious feelings we have towards other people – unconscious feelings that play a strong part in influencing our judgement of certain people and groups, away from being balanced or even-handed, in many different areas of life.” social talent

Unconscious Bias

“Unconscious bias describes situations where our background, personal experiences, societal stereotypes and cultural context can impact our decisions and actions without us realizing. How many of us have unduly and unknowingly experienced or perpetrated the negative forces of unconscious bias?” the Guardian

Unconscious Bias

- Psychologists and other scientists have shown that human beings, even those of us who firmly believe in equality, are prone to bias for and against certain groups of people (Casey, Warren, Cheesman, & Elek, 2012). We all have bias. It's unavoidable.
- Biases permeate our lives and impact almost every action we take. This not only affects the people we work with, it also influences the decisions we make on the job, and the people we serve.

Unconscious Bias

Mental Shortcuts

- Our brains are constantly processing vast amounts of information. In order to perform efficiently, the brain employs what is referred to as mental shortcuts, or "cognitive heuristics." These shortcuts allow us to learn and make guesses in a fast moving world.
- These shortcuts are error-prone, as they often create associations based on limited information. These incomplete pictures may lead to bias.

Unconscious Bias

Social Conditioning

The values, norms, and customs of our society and communities can change us. This is known as social conditioning. From the time we are born, we receive social conditioning from sources like our family, friends, education, media, and numerous other channels.

Unconscious Bias

What defines my perception?

Who Am I? What do I value?

Unconscious Bias

Anchoring

The tendency to rely too heavily on the first piece of information received, with subsequent judgments adjusting around the first data point.

The incorrect messages we passively receive early in life about groups of people can be difficult to correct consciously later in life because they are ultimately adjusting from the anchor, which limits accuracy.

Unconscious Bias

Attribute Substitution

The tendency to substitute an easier but inaccurate judgment in place of a more complex judgment requiring more energy.

When evaluating people it can be easy to substitute the way the person looks, speaks, or where they went to school for things like competency or trustworthiness.

Unconscious Bias

Confirmation Bias

The tendency to selectively search for, interpret, and recall information that confirms one's pre-existing beliefs. These beliefs persist and get stronger even when presented with contradicting evidence.

Once we form an incorrect belief about a topic or a group of people, it can be difficult to change our thinking based on data and research. This results in social actions and behaviors that are not based in reality.

Unconscious Bias

Correspondence Bias

Drawing conclusions about someone's character from their behavior without considering situational factors that may influence their behavior.

When we see inequality and attribute it to the personal failings of a particular group without considering relevant external issues, we can unfairly blame people for their misfortunes.

Unconscious Bias

America Ferrera Ted Talk:

My identity is a superpower – not an obstacle

https://www.ted.com/talks/america_ferrera_my_identity_is_a_superpower_not_an_obstacle?language=en

Unconscious Bias

Observation
vs.
Evaluation

Unconscious Bias

Binary Bias

- Dichotomous
- Limiting-breadth and depth
- Beliefs Calcify

Unconscious Bias

Privilege

Privilege-Earned and Unearned

Non-Privilege vs. Advantages

*“Privilege: an invisible package of unearned assets that I can count on cashing in each day, but about which I was ‘meant’ to remain oblivious”
Peggy McIntosh*

Ableism

Ableism is the discrimination of and social prejudice against people with disabilities based on the belief that typical abilities are superior. At its heart, ableism is rooted in the assumption that disabled people require 'fixing' and defines people by their disability.

Neurodiversity

“Neurodiversity describes the idea that people experience and interact with the world around them in many different ways; there is no one “right” way of thinking, learning, and behaving, and differences are not viewed as deficits.” *Harvard Health*

Unconscious Bias

“Unconscious biases can impact:

- **Our Perception** – how we see people and perceive reality.
- **Our Attitude** – how we react towards certain people.
- **Our Behaviors** – how receptive/friendly we are towards certain people.
- **Our Attention** – which aspects of a person we pay most attention to.
- **Our Listening Skills** – how much we actively listen to what certain people say.
- **Our Micro-affirmations** – how much or how little we comfort certain people in certain situations.” social talent

Unconscious Bias

Microaggressions (inequalities):

“which refers to a comment or action that is subtly and often unintentionally hostile or demeaning to a member of a minority or marginalized group.” merriam-webster

- verbal
- non-verbal
- environmental

Unconscious Bias

- Where do we see disparities ?
- Why do these disparities exist?
- How may unconscious biases contribute?
“ I treat everyone the same”

Unconscious biases can influence_____.

Unconscious Bias

Addressing our unconscious bias:

1. Normalize
2. Recognize
3. Identify
4. Explore
5. Decide
6. Shifting your lens