## **Unconscious Bias**

# **Dr. Carole McKindley-Alvarez**

**Unconscious Bias**

## LEARNING OBJECTIVES:

1. Definition of Unconscious Bias
2. Participants will be able to identify the impact of unconscious biases on service delivery
3. Participants will be able to define and give examples of microagressions
4. 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**

## https://www.ted.com/talks/chimamanda\_ngozi\_adichie\_the\_danger\_of\_a\_single\_story?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**

## **Microagressions** (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:

## Normalize

## Recognize

## Identify

## Explore

## Decide

## Shifting your lens

**Unconscious Bias Presentation - Quotations Reference**

1. 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 – instinctive 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 Blog, Posted by Siofra Pratt, November 3rd, 2016, Posting found at: <https://www.socialtalent.com/blog/recruitment/9-types-of-unconscious-bias>

1. “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, “How to recognize and overcome your unconscious bias”, by Kelly Long, December 14, 2015, Posting found at: [www.theguardian.com/women-in-leadership/2015/dec/14/recognise-overcome-unconscious-bias](http://www.theguardian.com/women-in-leadership/2015/dec/14/recognise-overcome-unconscious-bias)

1. “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”

Helping Courts Address Implicit Bias: Resources for Education, Author: Pamela M. Casey, 2012, PDF; National Center for State Courts Digital Object ID: <https://ncsc.contentdm.oclc.org/digital/collection/accessfair/id/246/>

1. “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”

“White Privilege: Unpacking the Invisible Knapsack” by Peggy McIntosh, 1989 Article, University of Maryland, Baltimore County Psychology Department, <https://psychology.umbc.edu/wp-content/uploads/sites/57/2016/10/White-Privilege_McIntosh-1989.pdf>

1. “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.”

“What is neurodiversity?” by Nicole Baumer, MD, Med and Julia Frueh, MD, Harvard Health Publishing, Harvard Medical School, November 23, 2021: <https://www.health.harvard.edu/blog/what-is-neurodiversity-202111232645>

1. “Unconscious biases can impact our:

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1. 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 Dictionary, 2023: <https://www.merriam-webster.com/dictionary/microaggression>