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Northeast Region



DE&I Training Series

Planning Committee

- ▶ Dan Schoonmaker & Isabel Soberal, West Michigan Sustainable Business Forum
- ▶ Cherish Miller, Revolution
- ▶ Steve Changaris, National Waste & Recycling Association
- ▶ Stef Murray, Schnitzer Steel Industries, Inc.
- ▶ Nidhi Turakhia, Allied Alloys
- ▶ Renee Panetta, City of Troy & NYSAR3's DEI Committee
- ▶ Willie Johnson, Willie Johnson Communications

Recognizing & Addressing Unconscious Bias

“Understanding Bias to Unleash Potential”

TRAINERS

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Session Participation Tips

- ▶ **Have a Learner Mindset**
- ▶ **Limit electronic interruptions.**
- ▶ **Be Respectful**
- ▶ **Take part in the discussions.**
- ▶ **Ask Questions**
- ▶ **Listen carefully to what is being said.**
- ▶ **Be Present**

Session's Overall Objectives

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Awareness

**Why Do We Need To
Be aware of
Unconscious Bias**

**Unconscious Bias
Defined**

**Unconscious Bias, Impact,
and Solutions To
Unconscious Bias**

Why Do We Need To Be Aware of and Have an Understanding of Unconscious Bias?

“We Must”

Recognize, Respect, and Value Differences based on individual characteristics and experience.

What Does Bias Mean to You

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In 30 seconds or less write in the chat as many words as you can to define bias.

What is Bias

- ▶ A **preference** in favor of or against a thing, person, or group compared with another.
 - It may be held by an individual, a group, or an institution.
 - It can have negative and positive consequences.

Unconscious Bias Defined

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Conscious Bias

- ▶ Expressed Directly
- ▶ We are aware of the bias

Unconscious Bias

- ▶ Expressed Indirectly
- ▶ We are NOT aware of the bias
- ▶ Done or existing without one realizing

Bias: Inclination or prejudice in favor of a particular person, thing, or viewpoint; compared with another

The Problem

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The biases we have about ourselves and about others significantly impact the decisions we make and the results we get.

- ❑ Stems from natural tendency to make associations
- ❑ Barrier to workplace equality
- ❑ Most people believe they hold fewer biases than average person
- ❑ Traditional Paradigm: Good Person - Bad Person

Companies that face intense competitive situations will figure out over time, that all that matters is talent. Bias of any kind is an unaffordable luxury.

*Carly Fiorina, Ex-Chief Executive
Hewlett Packard*

Have you
participated
in or
experienced
unconscious
bias?

Gender bias

Age bias

Beauty bias

Affinity bias

Attribution bias

Race bias

How do these biases affect us?

We all have them.

Diversity without inclusion will fail.

Will slow down employee development

Women have exited the workforce disproportionately.

Negative impact on recruitment.

It will drive up attrition.

Steps we can take to eliminate our unconscious biases.

- ▶ Educate your team about what they are and where they exist.
- ▶ Accept they exist and we all have them.
- ▶ Modernize your approach to hiring, retaining, and promoting.
- ▶ Talk about it.
- ▶ Hold leaders & employees accountable.
- ▶ Ask for feedback throughout the process.

Taking a Look at:

Micro-Aggression
Micro-In-Equality



Where it goes wrong

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- ❑ **Micro-Aggressions**
 - ❑ Behavior that communicates prejudicial slights and insults toward any group.
- ❑ **Micro-Inequality**
 - ❑ Small and subtle discrimination that leads to low productivity and high turnover

Examples of where it has gone wrong

- ❑ Banter
- ❑ Inappropriate questioning
- ❑ Terminology
- ❑ Causing offense

- ❑ Assuming, presuming, and generalizing



Impact!! “We Are No Longer Neutral”¹⁸

Impact Examples

- ▶ Disproportionate blaming “just because”
- ▶ Penalizing for invalid reasons
- ▶ Characterizing normal communication as rude or aggressive – just because

What Can We Do?

- ▶ Listen, Believe, Acknowledge & show concern
- ▶ Challenge and Counter
- ▶ Be aware & understand impacts
- ▶ Be an active bystander

How To Deal With Unconscious Bias and Aggressions In The Workplace

- ❑ Recognize that you have biases and this is normal.
- ❑ Identify what your biases are.
- ❑ Explore the significance and unconscious effect of early messages you received as you grew up about different people.
- ❑ Lead by example.

How To Deal With Unconscious Bias and Aggressions In The Workplace

- ❑ Choose to identify bias, cultivate connection and act with courage.
- ❑ Act with courage to address biases that limit you, limit others, or limit your organization.
- ❑ Schedule regular check-ins with yourself to monitor your progress.
- ❑ Help your team understand and address bias.

Questions For Reflection

- ▶ Where do you experience bias in your life?
- ▶ What areas of your life and work have been affected by bias, either positively or negatively?
- ▶ What is the impact?
- ▶ What is something you do to foster diversity and understanding in your organization and team?

Remember These Nuggets

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Unconscious BIAS

WHAT IS IT? **FLAW** in thinking guided by past experiences and mental preconditioning

instinctively **CATEGORIZING PEOPLE and THINGS** WITHOUT BEING AWARE OF IT.

DID YOU KNOW? there are more than **150** types of biases

AND THEY IMPACT US, OUR WORK AND OUR RELATIONSHIPS

HOW TO DEAL WITH OUR BIASES?

- 1** **KNOW THEM WELL** **RECOGNIZE THAT THEY EXIST**
READ ABOUT THEM
- 2** **THINK CRITICALLY** **LOOK AT PROBLEMS AS A DIAMOND WITH MULTIPLE FACETS**
ATTEND TO DATA and EVIDENCES
- 3** **CHALLENGE ASSUMPTIONS AND TRADITIONS** **TAKE A CONTRARY VIEW**
ask **WHY** AND **WHY NOT?** OFTEN


PRACTICE EMPATHY

be **mindful** IN YOUR WORDS and ACTIONS

and not as a coin WITH ONLY TWO SIDES

EMBRACE DIVERSITY

INSIGHTS FROM A WORKSHOP WITH SMITA THAROOD
TANMAY VORA QAspire.com
@tvora



What does it mean to belong?

“BELONGING IS A CLOSE COUSIN TO MANY RELATED EXPERIENCES: MATTERING, IDENTIFICATION, AND SOCIAL CONNECTION. THE UNIFYING THREAD ACROSS THESE THEMES IS THAT THEY ALL REVOLVE AROUND THE SENSE OF BEING ACCEPTED AND INCLUDED BY THOSE AROUND YOU.” (HRB, 16 DEC. 2019)

On a scale of 1-10, what is your sense of belonging at your workplace?

- ▶ 10 being completely and 1 being not at all

The cost of loneliness!

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- ▶ The data: 62% surveyed (over 10,400 adults) reported they feel lonely, a 7% increase from 2018, according to Cigna's 2020 Loneliness Index, based on the UCLA Loneliness Scale.
- ▶ Lack of social support & interactions which lead to poor mental and physical health.
- ▶ Lack of balance especially because the average American spends 90K hours at work over our lifetime.
- ▶ Financial priority. Workplace loneliness affects worker productivity. business performance and imposes real costs.
- ▶ And when they are present, they are less productive.

So how do we create a sense of belonging at our workplaces?

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AWARENESS

- Survey your team
- Host community events
- Create an employee resource group

ACTIVATION

- Create opportunities for interaction (in person & virtually)
- Implement a mentorship program
- Hold relationship building events

ADOPTION

- See if your health insurance includes a wellness program
- Encourage work-life balance
- Implement a “work email/calls blackout period”

In summary

This is the future of our industry

Change the conversation

Elevate equality

Activate diversity

Lead inclusively