

Understanding Unconscious Bias

The subject of unconscious bias has come into the forefront of our workplaces because of the increased awareness of the dynamics and business benefits of diversity and inclusion.

- Being a successful firm requires businesses to access all talent; unconscious bias can interfere with this process
- Client demands are for more representative supplier staffing; some businesses are losing business because their staff are too homogenous or have biased attitudes
- Clients themselves are ever more diverse; better client relationships require businesses to be more diverse and inclusive

Overview

Unconscious biases are our automatic people preferences, created and maintained by factors such as the way we have been socialised during our upbringing, our personal experiences as an adult and the impact of the media.

Our biases also affect what we see, hear and readily recall which can impact our daily decisions and behaviours.

Raising awareness of biases enables people to become more conscious of bias-based assumptions and, where necessary, slow down their thinking to produce better relationships and outputs.



Outputs

By the end of this short session, delegates will:

- Understand how biases are created and maintained
- Understand the main types of bias and how they play out in the workplace
- Develop ideas to counter bias in our people decisions at an individual level
- Develop ideas to counter bias in our people decisions at an organisational level
- Be given the opportunity to take some personal bias assessment tests following the session

"Jayne delivered a workshop to the JCI European Leadership team with specific focus on unconscious bias highlighting the impact it can have on decision making. A process was shared to determine if such a bias exists within Individuals. Well-presented into a multi-cultural leadership team with humour & clear experience of the issue".

**David McMahon
VP & GM Asian OEM's Europe. Johnson Controls**