

# Blind to Opportunity – Uprooting Unconscious Bias

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## Management Essentials



### Best Care EAP Can Help!

For free, confidential support for you and your dependent family members, contact us today.

402-354-8000 | 800-801-4182

[www.BestCareEAP.org](http://www.BestCareEAP.org)

Member ID: bcCODEe – Password: CODE

### Focus Activity

#### Directions

As we guide you through the scenario, close your eyes and picture it in your mind as clearly and in as much detail as you can. Then when we tell you to, open your eyes and answer the following questions in the spaces provided.

1. What did the pilot look like?
2. What did the couple seated across from you look like?
3. What did the politician look like?

### The Nature of Unconscious Bias

#### What is Unconscious Bias?

*Unconscious bias* refers to the learned attitudes or stereotypes that affect our understanding, actions, and decisions in ways we're not aware of.

#### How Does Unconscious Bias Affect the Workplace?

- Leaders might not be hiring the very best candidates.
- Leaders might not be evaluating employee performance fairly and objectively.
- Leaders might not be accessing the very best knowledge, abilities, skills, and perspectives to be making the best decisions.
- Leaders might not, consequently, be serving an ever more diverse marketplace.

## Types of Unconscious Bias in the Workplace

- Age/race/gender/sexual orientation
- Attribution
- Confirmation
- Halo effect
- Affinity
- Conformity
- Contrast effect
- Horns effect

## Freeing Yourself from the Impact of Unconscious Bias

- Acknowledge that you are biased.
- Identify your biases (<https://implicit.harvard.edu/implicit/>)
- Pause and double-check your decisions.
- Question yourself.
- Seek out differences.
- Remember: You can't cure bias; you can only mitigate it.

## Freeing Your Organization from the Impact of Unconscious Bias

- Frame diversity, inclusion, and equity work through a positive lens.
- Don't punish bias.
- OPencil in time to talk about bias.
- Accept the challenge of bias: You can't cure it, but you can mitigate it.

## Make an Action Plan

What will you do to put what you've learned to work?

- What will you *start* doing that you aren't already doing?
- What will you *stop* doing that isn't getting you the results that you want?
- What will you *keep* doing that is getting you the results you want?

## Additional Resources

- *Thinking, Fast and Slow* by Kahneman
- *Inclusion Nudges Guidebook* by Nielsen and Kepinski
- *Everyday Bias* by Ross
- *Reinventing Diversity* by Ross
- <https://implicit.harvard.edu/implicit/>

### Best Care Webinar Evaluation

Program Title: \_\_\_\_\_ Date: \_\_\_\_\_  
Your Employer: \_\_\_\_\_ Facilitator: \_\_\_\_\_

Thank you for participating in today’s webinar. Please share your impressions below and then fax to Best Care EAP at (402) 354-8046 or scan and email to [EAP@BestCareEAP.org](mailto:EAP@BestCareEAP.org).

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. The material covered in this program will benefit me personally and/or professionally.	1	2	3	4	5
2. The facilitator was knowledgeable and effective and used clear examples.	1	2	3	4	5
3. I plan to apply what I learned.	1	2	3	4	5
4. Best Care EAP’s services and benefits were reviewed.	1	2	3	4	5
5. I would recommend this training to coworkers/colleagues.	1	2	3	4	5

6. What was particularly helpful about the training?

7. What would you recommend changing about the training?

8. If you would like to receive email updates about ongoing Best Care training opportunities, please give us your work email address:

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