

Course Profile

Course Name: **Managing Unconscious Bias**

Duration: 2 hours

Objectives:

Everyone has personal bias. It makes you human, and is often useful. For example without bias you would constantly have to try and re-evaluate every instant coffee on the market before returning to your current favourite. The challenge therefore is to recognise your biases, and actively work against them when they might unconsciously affect the ability of you, your team and the company to meet its goals. This two-hour session shows you some of your own biases explains why they are so pernicious and gives you a five step process for overcoming them.

The Session:

1. Opening 2.5 minute video

2. Values exercise

(No debrief until serial 4)

3. Intro:

- a. Why is bias a big management challenge?
- b. The businesses' contribution
- c. Our own personal contribution

4. We all have biases

(Debrief of values exercise)

5. Most common biases:

- a. Homophily
- b. Confirmation bias

6. Gorilla and basketball video.

You get what you look for.

7. Chessboard vision exercise.

Even when you know you are wrong you can't change your belief – only your behaviour.

8. Why does it matter?

- a. Unfairness
- b. Limit talent pool
- c. Business risk from groupthink.

9. Personal Action:

- a. Understand what defines a person.
- b. "To know me is to know that" exercise

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10.5 Step programme:

- a. Admit you have biases.
(Paired exercise)
- b. Choose one and unpick the perceived positives of the bias.
- c. Explore limitations of data that led to bias
- d. Identify the base root of the bias. Understand its history and its effect.
- e. Become aware of it
- f. Engage in kinships with people who have the characteristics you are biased against in a business-related sphere.

11. Action planning:

Five steps into action and mutual accountability.