



Diversity and Inclusion

Lessons in Unconscious Bias

Presented By:
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THANK YOU SPONSORS!

CHAMPIONS
SUPPORTERS
BOOSTERS



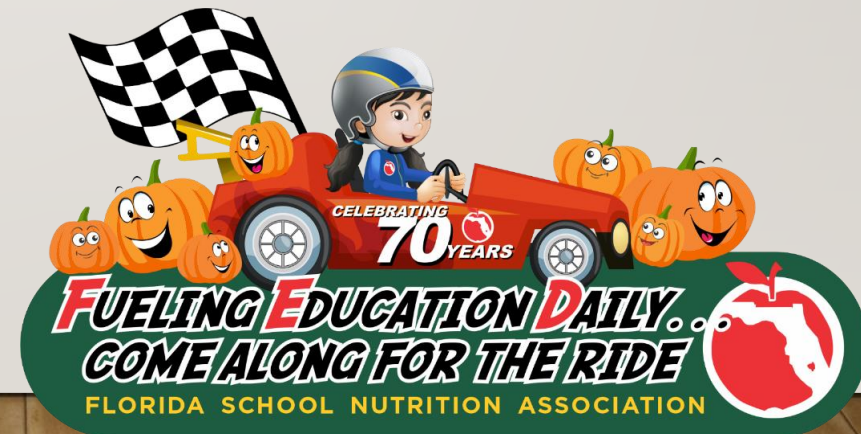


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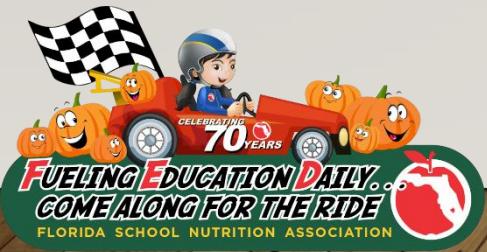
DIVERSITY AND INCLUSION

LESSONS IN UNCONSCIOUS BIAS



A LITTLE QUIZ

- Out of 100% of the Diversity, Inclusion and Bias related information you think you need to know to Lead in this organization
- How much do you think you actually know...
 - Type your answers in the chat box



TODAY'S PLAN

- Baseline Language
- Review the Diversity, Inclusion and Bias (DIBs) Model
- Top 5 Unconscious Biases
- Organizational Reactions
- 'Better' Leadership Decisions
- Right Now Actions
- Next Steps



BASELINING INFORMATION

Speaking the Same Language...



OVERVIEW OF DIVERSITY AND INCLUSION



DIVERSITY: THE FULL RANGE OF
HUMAN DIFFERENCES



INCLUSION: AN ENVIRONMENT OF INVOLVEMENT,
RESPECT, AND CONNECTION WHERE THE FULL
RANGE OF HUMAN DIFFERENCES ARE HARNESSSED
TO CREATE (BUSINESS) VALUE.



PUT ANOTHER WAY...

- Diversity is Being Invited to the Party
- Inclusion is Being Asked to Dance
- But...
- Who Planned the Party and Why?
- Who Hired the Entertainment and Why?
- Who Decided What the Theme Was Going To Be and Why?
- ...This where Unconscious Bias has it's impact



UNCONSCIOUS BIAS

- **Unconscious Bias**
 - We are unaware it is present
 - Happens outside of our control
 - Happens automatically
 - Triggered by our brain making quick judgments and assessments of people and situations
 - Influenced by our background



DIVERSITY, INCLUSION, BIAS (DIBs): AN ASSESSMENT MODEL

Take a close look at each stage...

Which one resonates most with you?



0-2

Hesitant



3-4

Discomfort



5-6

Investigating



7-8

Experimenting



9-10

Engaging



DIBS ASSESSMENT MODEL

0-2 Hesitant

- I'd prefer to work and interact with people who are like me.
- Non-business conversations about 'difference' don't belong in the office space.
- I don't have issues with people who are different from me, we just don't have a lot in common.

3-4 Discomfort

- I work and interact with people from different backgrounds as a function of my role, it's a challenge.
- Non-business conversation about difference sometimes happen, its uncomfortable and I'm not convinced of a direct business connection.



DIBS ASSESSMENT MODEL

5-6 Investigating

- I work with people who are not like me all the time, it can be thought provoking.
- Non-business conversations about difference happen, it's interesting but I rarely see a business connection. I want to initiate conversations to learn more, but I don't.



7-8 Experimenting

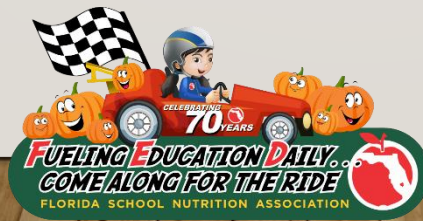
- At work, I push myself to have meaningful interactions with people who are not like me.
- Non-business conversations happen. I think they make us better. I encourage myself to ask questions to help me understand other perspectives.



DIBS ASSESSMENT MODEL

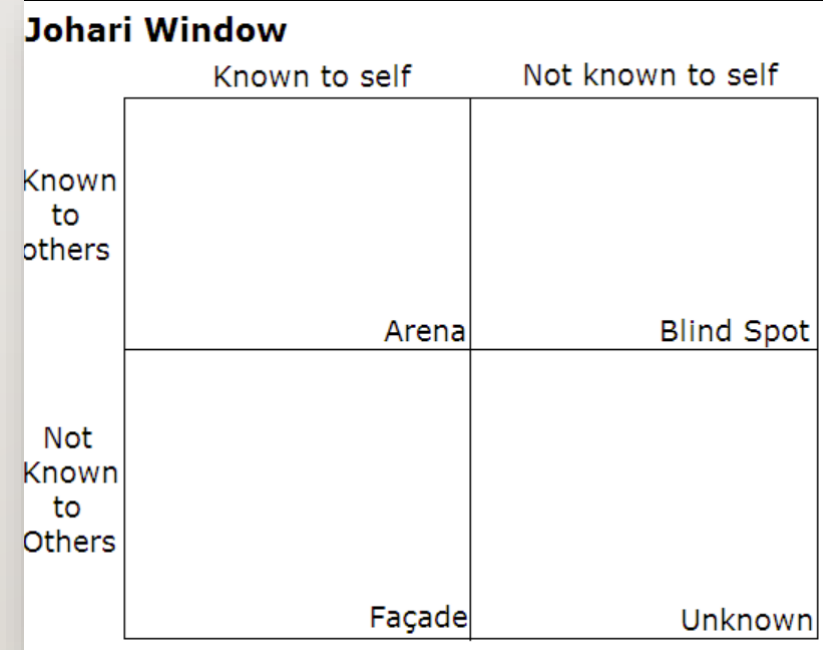
9-10 Engaging

- I work with people who are not like me, I wouldn't have it any other way.
- Non-business conversation are normal and increase our ability to be successful. We should all be comfortable with it, I am.



JOHARI ADJECTIVES

- Able
- Accepting
- Bold
- Caring
- Confident
- Dependable
- Friendly
- Observant
- Reflective
- Self-Conscious
- Sympathetic
- Tense
- Trustworthy
- Empathetic



TOP 5 BIASES IN THE WORKPLACE



WE DON'T SEE THINGS AS THEY ARE...
WE SEE THINGS AS WE ARE...



TOP 5 BIASES IN THE WORKPLACE

Affinity

Halo

Perception

Confirmation

Group Think

Note:

- There is overlap in the biases
- These are NOT the only biases...just the most common.



TOP 5 BIASES IN THE WORKPLACE

AFFINITY BIAS

- People who make me feel comfortable
- People who are like me are good people
- Selecting your 'go to' person
- Who is being left out...

HALO AFFECT

- The general opinion affects the specific action
- The overall impression impacts the character assessment
- Who is being left out...



TOP 5 BIASES IN THE WORKPLACE

PERCEPTION BIAS

- Bias based on your sensory inputs
- Sight, Smell, Hearing, Touch, etc.

CONFIRMATION

- People are prone to believe what they want to believe



TOP 5 BIASES IN THE WORKPLACE

GROUP THINK

- Decision making in a group that blunts creativity and negates individual responsibility.



TOP 5 BIASES IN THE WORKPLACE

Affinity

Halo

Perception

Confirmation

Group Think

- Which of these biases has had an impact on you?
 - Positive
 - Negative



ORGANIZATIONAL REACTIONS TO THE INCLUSION ISSUE

5 PATHS TO 'CHANGE'



ORGANIZATIONAL REACTIONS TO THE INCLUSION ISSUE

- Head in the Sand
- Wait and See
- Follow the Leader
- Lead the Way
- Make a New Way



‘BETTER’ LEADERSHIP DECISIONS

YOU DON'T HAVE TO BE PERFECT...YOU DO HAVE TO BE BETTER.



'BETTER' LEADERSHIP DECISIONS

- Take Ownership
 - Of the Challenge
 - For the Solution
- Admit Gaps in Learning
- Recognize Harm was Caused
- Commit to Getting Better
 - Time
 - Energy
 - Resources



'RIGHT NOW' ACTIONS

INTENTIONS. BEHAVIORS. STRATEGY.



‘RIGHT NOW’ ACTIONS

- Raise Expectations (Particularly of Leaders)
 - Comfort
 - Expertise
 - Strength
 - Transparency
- Provide Education & Opportunity to Process
 - Race and Gender focused
 - At all levels of organization
- Use Multiple Modalities
 - Coaching
 - Virtual Training
 - Small Group



NEXT STEPS

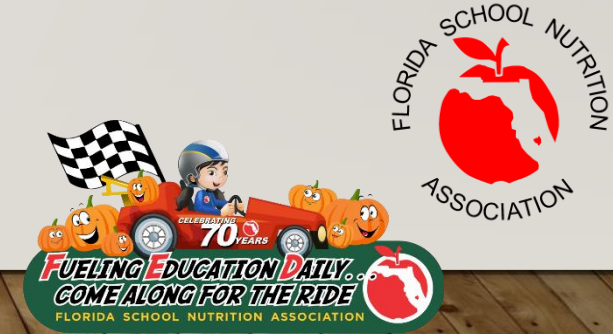
3 STRATEGIES

PLUS A BIT OF ADVICE...



NEXT STEPS

- Leverage COVID-19: Online Toolkits
 - All Staff
 - Leaders
- Talk About It (w help)
 - The Facilitated Small Group Discussions
- Leverage Expertise in DIBs vs Demographics
 - Ethnicity/Gender/Sexuality/etc.
- Be Courageous and Impatient



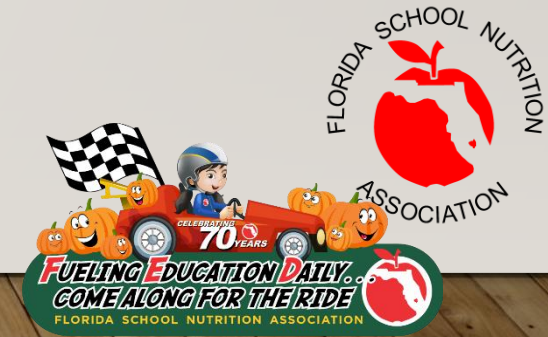
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QUESTIONS AND ANSWERS...

