



NEOED

5 ESSENTIAL TOPICS
TO COVER IN YOUR

2021
DIVERSITY
TRAINING

AUTHENTICALLY INCLUSIVE



Fostering an authentically inclusive workforce is a long-term commitment that requires employee education, reinforcement, and repetition. Training employees to understand how bias can impact interpersonal relationships, management decisions, and the overall treatment of others in an organization is an integral part of the process. Employees that understand how implicit bias works can learn how to identify implicit bias within themselves and challenge their own biases. Over time, the awareness and correction of behaviors can significantly reduce organizational bias.

Begin with a training program entirely focused on bias education. There are five key topics that should be covered to establish a foundation of knowledge and awareness that can be built on over time.

1

THE BIASED BRAIN

FOUNDATIONS OF BIASED THINKING

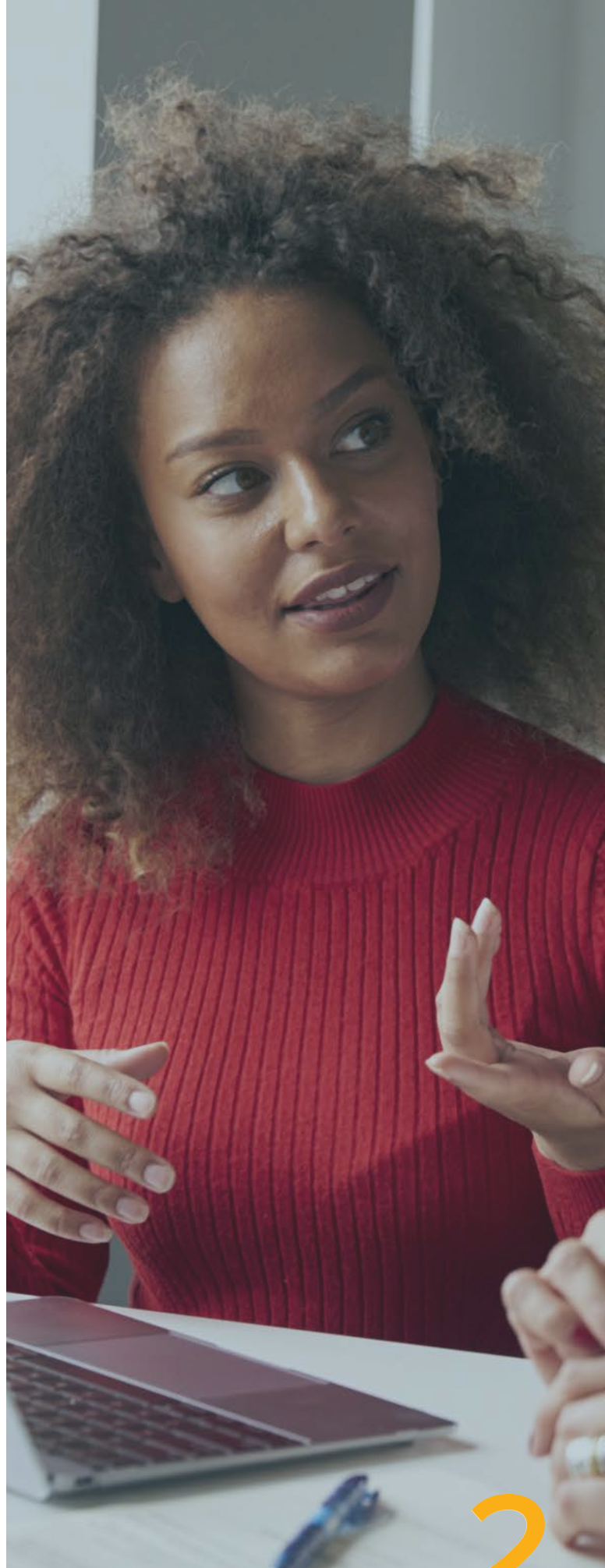
Before you can dig into the topic of implicit bias and how to challenge it, you must first provide employees with an easy to understand the origin of bias and how it's formed.

Implicit biases are generalizations that we unconsciously make about certain groups of people. **They are opinions and preferences we don't realize we have.**

That's because as humans, our brains are built to parse through complex ideas and make decisions every day. To simplify those decisions, our brains form generalizations or opinions about a group of things based on what it knows about a small sample of that group.

Some implicit biases are handed down through upbringing and education. Others are picked up from popular media and aspects of culture. Even past experiences can result in implicit biases.

And because the human brain makes generalizations so quickly, implicit biases can influence your thinking and decision making without you even noticing.





2

IMPLICIT BIAS IN ACTION

BIASED THINKING AFFECTS THE WAY WE TREAT OTHERS

Once you have established what implicit bias is, then you can put it into context by providing relatable situations where bias can take place. It can be very effective to take race completely out of the equation when illustrating bias.

For example, imagine that two friends are at lunch. One of the friends considers ordering a seafood stew but decides not to because she once ate seafood that she didn't like. The friend has formed an opinion about all kinds of seafood based on a single experience with one kind of seafood. Her judgment is clouded by bias. In reality, she doesn't have enough information to know that she won't like the seafood stew on this restaurant's menu.

3

CONSEQUENCES OF IMPLICIT BIAS

BIASED THINKING LEADS TO UNFAIR DECISION MAKING

The next step is understanding the consequences of implicit bias. They can be felt at the individual level in our relationships, the organizational level in our workplaces, and societally based on how we are treated as we go about our daily lives.

Implicit biases have been shown to cause serious real-world injustices. Certain kinds of people are overlooked in the hiring process. Some are given unfair advantages or are denied opportunities without any good reason. Valuable perspectives and ideas are ignored because they came from someone whose expertise was dismissed.

Generalizations made based on irrelevant characteristics that people cannot control, like gender, age, skin color, physical ability, or sexual orientation, can cause people to treat certain groups of other people unfairly. These are often qualities that don't affect a person's character, skills, or experience.

3

4

THE C.A.R.E. STRATEGY FOR REDUCING IMPLICIT BIAS

STRATEGIES TO CHALLENGE YOUR IMPLICIT BIAS

Once an employee thoroughly understands bias and is made aware of their own biases, learning how to question and overcome the brain's impulse to rely on generalizations is next.

One approach that employees can practice is using the CARE method:

CHECK YOUR BIAS:

Learn to identify and consider your own implicit bias

ANTICIPATE YOUR BIAS:

Expect that implicit biases will show up and learn strategies to improve your opinion of people you may be likely to misjudge, which reduces the chances of making biased decisions

RESPOND IN THE MOMENT:

People are more likely to make biased decisions when we are under pressure, so learning strategies to identify and discard biased opinions as they occur is key

EVALUATE & EVOLVE:

Evaluate how your approach is working and make changes as you go to continue challenging your implicit bias



4



5

CHALLENGE ORGANIZATIONAL BIAS

IDENTIFYING AND CHALLENGING IMPLICIT BIAS IN YOUR ORGANIZATION

Overcoming bias in an organization cannot singlehandedly be achieved by the human resources department. You need to train the entire workforce on how to spot bias, distinguish between types of bias, and provide guidance on how to reduce it at every juncture of the employee experience.

Organizational bias can be tricky to identify. There are infinite scenarios where bias can occur. It can influence a hiring manager's decision during the screening, selection, or interview process. Or it may rear its head when disciplinary actions are taken, during performance evaluations, or influence who receives a promotion. But, by teaching employees to become vigilant of their own and others' actions, you can arm all employees with the knowledge they need to address, challenge, and root it out of the organization.



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