Shine a Light on Hidden Biases

August 13, 2020
Before we start, a few things....

1. Today’s presentation is being recorded and will be in listen-only mode.

2. The recording and a copy of the presentation will be sent to all registrants in a few days.

3. If you have any questions during today’s presentation, please enter them in the Questions section of the control panel and we will answer as many questions as possible by end of presentation.

4. If we are unable to answer questions during the allotted time, we will follow up individually via email.

5. When you exit today’s webinar, you will see a brief survey. Please take a few moments to complete the survey.
Introducing...

Pam Pujo
Diversity Advocate
Affirmity

Patrick McNiel, PhD
Principal Consultant
Affirmity
• Biases impact on employment decisions and the work environment
• Strategies to keep biases from negatively impacting employment decisions
• Solutions to minimize the impact of biases
Polling Question

Does your organization incorporate methods to reduce bias in your workplace?

- Yes
- No
- Don’t know
Conscious Bias vs. Unconscious Bias
How Unconscious Bias Develops

- Background and cultural environment
- Social and personal experiences
- Biased media representations
Reduce the Chances of Biased Behaviors

- Ask questions instead of making assumptions
- Speak up about misunderstandings and aim to resolve disagreements
- Be mindful of any strong reactions that arise
Ways to Combat Hidden Bias

Reframe the conversation
Promote positive images
Identify programs that increase diversity
Bias Impacts the Workplace

34% reported withholding ideas or solutions in the last 6 months

48% said they looked for a new job while at their current job during the same period

Employees working in large companies who perceive bias are nearly 3X as likely to be disengaged at work.
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<th>Problem</th>
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<td>Choosing the wrong applicant for a hire or promotion</td>
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<td>Misunderstanding customers or treating them poorly</td>
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<td>Ignoring suggestions and feedback from certain employees</td>
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<td>Causing talented employees to get frustrated and leave</td>
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<td>Promoting unsuitable employees beyond their abilities</td>
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<td>Not mentoring an individual with lots of potential</td>
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<td>Giving an undeserved performance rating (too low or too high)</td>
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<td>Compensating employees unfairly due to gender, race, disability or veteran status or other classification</td>
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<td>Harassment or other unlawful behavior</td>
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Review Your Work Environment and Processes
Diversity Climate

**Representation**
“There are a number of prominent women at the company.”

**Support and Intentionality**
“The company leadership is committed to facilitating diversity.”

**Programming and implementation**
“The company has policies and procedures that fairly account for the physical and cultural needs of its diverse employees.”

**Group Dynamics**
“People here seem to be at ease with others who have different backgrounds from their own.”
Inclusion Climate

Belonging

- “People here feel like they are an integral part of their workgroups.”

Authenticity

- “People here encourage each other to present themselves the way they are.”
A full survey of a climate for diversity is critical to understanding where to focus D&I efforts.
Biases Active When Assigning Ratings

Performance ratings are strongly affected by biases in the people who make the ratings.

There are a number of biases that are particularly relevant to the assignment of performance ratings and all raters should be trained on how to mitigate the effects of these biases.
Before relying on performance ratings to justify employment decisions, it's good practice to determine if those ratings are showing bias with regard to protected groups:
Polling Question

Does your organization facilitate Unconscious Bias training? If so, is the training mandatory or voluntary?

- Yes, mandatory
- Yes, voluntary
- No, we don’t offer
Why Unconscious Bias Training?
Questions to Answer

Ask questions to help identify your exact training needs.
Strategy for Successful Training

- Design a multi-layered curriculum
- Measure results
- Communicate frequently
Measure the Effectiveness of the Training

Examine improvements in people’s perceptions of the culture

Measure inclusivity and diversity

Track a decline in counterproductive work behaviors
Avoid Training Traps

“One and done” or Check the Box

Not customized specifically for the industry or company

Not part of overall D&I strategy

Reinforces negative stereotypes
Key Takeaways

- Biases can negatively impact employment decisions and the work environment
- Identify strategies to keep biases from negatively impacting employment decisions
- Create a climate built upon diversity and inclusivity
- Implement solutions to for behavioral changes and positive impact such as Unconscious Bias training
Polling Question

Would you be interested in more information about Affirmity’s Unconscious Bias training?

- Yes, have an Affirmity expert contact me
- No
Any questions?
One last thing….

- Webinar presentation & recording – Will be sent to all registrants within two business days
- Survey – Please take a few minutes to complete a survey as you exit today's webinar
- Questions or comments – If you have any questions or comments, info@affirmity.com

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<td>Sept 24</td>
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<td>Strategies and Tools for Optimizing Your Affirmative Action and Diversity Programs</td>
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Thank You

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