20P3214 What's Your Eye Chart Saying?
How Our Beliefs Filter Our Views
Introductions

You!
Let people know you are here in the chat
Agenda

- How We Got Here
- Personal Filters
- What is Bias
- Bias in the Workplace
- Action Steps
- Resources
- Open Forum
How Did We Get Here?

- Quarantine and Social Distancing
- Racial and Social Unrest
  - Seeing things in new ways
  - A willingness to broaden our awareness
  - Seeking to understand our fellow humans and their experiences
- Global Movement
- Opportunity for Awareness and Understanding
  - We are providing skills and techniques to engage in difficult conversations
  - Can be uncomfortable for everyone involved
  - Can be between anyone – may or may not be across racial differences
  - Resides within the concept of inclusion
POLL 1

Which word best describes your current mind set as it relates to racial and social equity?

• Engaged
• Optimistic
• Cautious
• Confused
• Frustrated
Understanding Your Personal Filters

How Person A sees the experience

How Person B sees the same experience

Shared Event or Experience

Personal Filter
Includes this person’s cultural background and experiences

Shared perceptions of the event or experience

Personal Filter
Includes this person’s cultural background and experiences

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Chat Us – How have you experienced filters in your life?
Beliefs and Assumptions are Reinforced

Chris Argyris, Overcoming Organizational Defenses: Facilitating Organizational Learning
Defining Bias

Bias

The attitudes or stereotypes that affect our understanding, actions, perceptions and decisions.

Unconscious Bias

Refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick decisions from data it gathers and then adding meaning to it.
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Chat Us – Give us an example of bias and / or unconscious bias from your experience.
Two Brain Systems

System 1: Fast/Unconscious
- Intuitive, emotional, fight or flight reflex - assesses danger
- Automatic processing, requires little to no effort
- Making connecting links between small pieces of data & inferring larger meaning

System 2: Slow/Conscious
- Deliberate, logical, reflective
- Requires effort, takes time to process, aware of the processing & connecting links being made
The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.

— Alvin Toffler —
• We are aware/unaware of it

• It influences our thoughts, actions and assumptions

• It can run against our conscious beliefs

• It can be activated easily when acting quickly, multitasking etc.

• It is possible to interrupt, but need to be thoughtful about doing it
Bias Amplification

• Organizations were prepared to work virtually or not
  Corrections culture before COVID 19 vs. now

• **We lack context and contact - no visual clues to help guide us in our interactions and to check our biases and assumptions**

• Working in a fluid environment – it’s all new

• Balancing competing priorities
Bias During Stressful Times
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

–Maya Angelou
POLL 2

How comfortable are you having a conversation about race and social unrest?

• I’m having the conversations
• I’m nervous, but willing to engage
• Still feeling my way through this topic
• Not ready, still need to learn more
5 G’s for Having Difficult Conversations

- Get your motives right – Do No Harm
- Go in with good intentions
- Get your emotions in check
- Get curious (Be prepared to listen)
- Get ready to hear hard truths
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Chat Us – Which do you want to learn how to do effectively?
Remember the 3 Don’ts for Effective Communication

Don’t:

• Minimize, Rationalize or Justify personal experiences
• Assume your experiences are same and that you know how they feel
• Dedicate yourself to support change and take no action

Missing these three will likely make the person you’re are talking to MAD
Action Steps to Combat Bias

- Presume positive intent
- Ask yourself how you would respond if this person had a different race/role/gender/parental status/work location/or was essential vs. non-essential
- Ask open-ended questions instead of making assumptions
  - Can you tell me more?
  - What does this mean from your perspective?
- Repeat the message you received to ensure the intent and identify bias
  - Mitigate miscommunication
  - Allows sender an opportunity to clarify their message
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Chat Us – Which will you practice this week?
Understanding Bias Leads to Better Inclusion

Paying attention to bias means:
• You don’t discount ideas
• People feel respected and valued
• You don’t start conflicts based on assumptions

Everyone:
• Enable the exchange of ideas without criticism
• Seek to learn from each other
• Celebrate differences Strive to “Do No Harm”
• Seek opportunities to learn about others

Leaders:
• Perform frequent check-ins
• Create an open environment to communicate
• Sets standards and maintain accountability
• Maintain a Growth Mindset
POLL 3

Based on all that you have heard, do you feel like you are working in an inclusive environment?

- Yes
- No
You may not be able to control your **first thought** but you can control your **second thought** and your **first action**

**Final Thought**
Contact Us!

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Thank you for your participation today!

Please visit the National Institute of Correction’s website for more information about additional trainings and webinars.
https://nicic.gov