

Bay Area MCLE Conference
Tuesday, November 19, 2024
1:30 PM to 2:30 PM

**Creating Diverse, Inclusive
Workspaces and Confronting
Unconscious Bias**



Who Has Unconscious Bias? Not Me?



**Creating Diverse,
Inclusive
Workspaces and
Confronting
Unconscious Bias**

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- ❖ 20+ years as a researcher
- ❖ 15 years as a DEIB Consultant
- ❖ Worked with dozens of public agencies and private organizations
- ❖ Trained hundreds of employees



What are our base assumptions?



Question -Just by looking at me

- ❖ What **assumptions** have people made about **you by just looking at you?**
- ❖ What **assumptions** have you used as your starting point for your peers, colleagues and clients just by looking at them? **Where have you been wrong?**

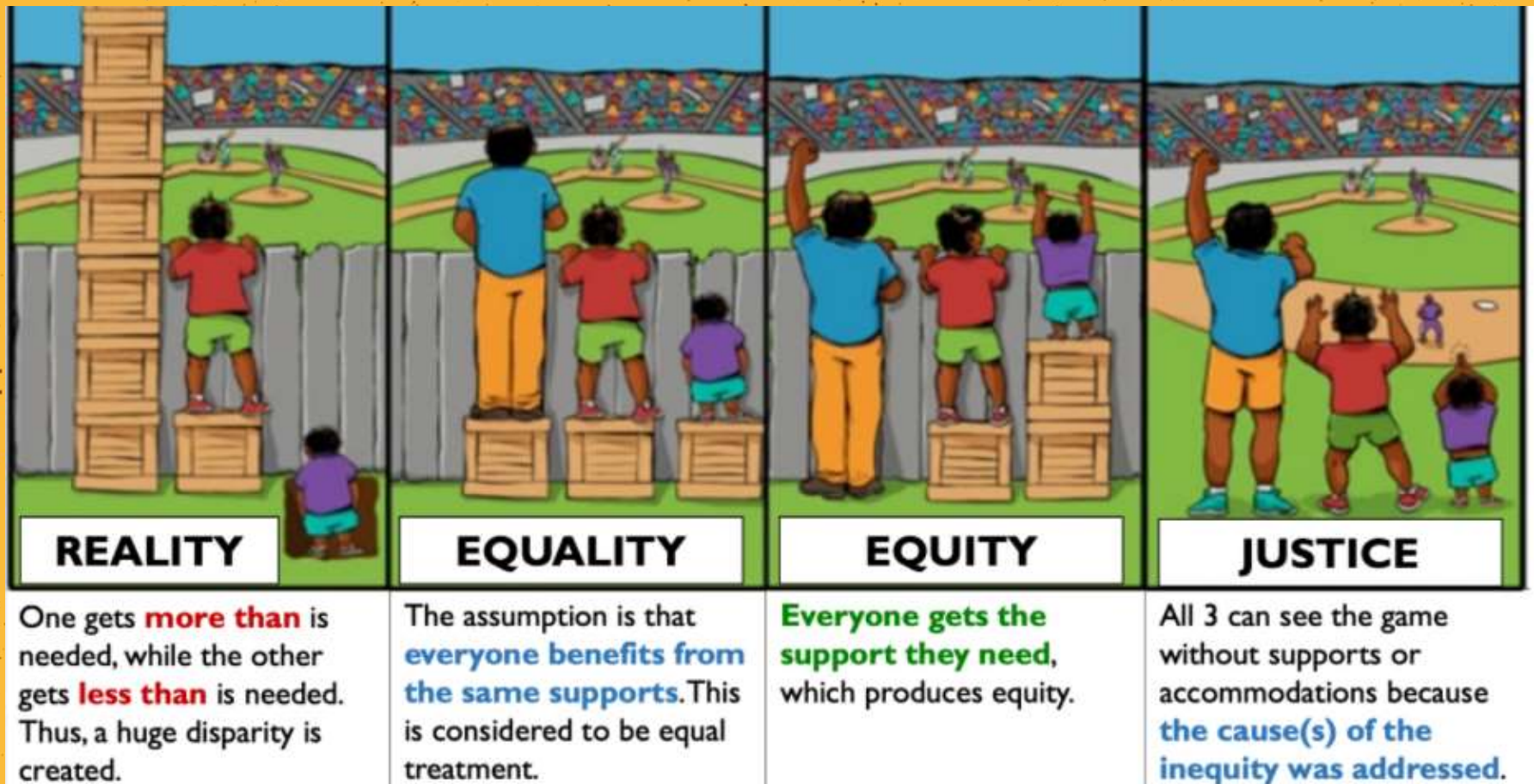
Intentionality: The act of being deliberate

**If you don't intentionally include
you will unintentionally exclude.**



Diversity, Equity, Inclusion and Justice.

What do these things look like for you?



Equality



Equity



Diversity Matters

- **In California** we no longer have homogenous workplaces and or customers.
- If we have people coming from **different backgrounds**, then we have **unconscious bias**.
- Age, education, location, race, ethnicity, ability, gender, sexual orientation, veteran status, country of origin, nationality, 1st language, culture.
- **Differences mean different perspectives**, so we need to consider how these different perspectives are weighing into the decision-making process.
- **Institutions** that value diversity outperform those that do not.

DIVERSITY MATTERS

- ❑ A more diverse workplace **isn't just something that feels right.**
- ❑ Years of research has shown that **more diverse** workplaces are more innovative, productive, profitable and higher long term value creation and generated increased revenue when compared to **less diverse companies.**
- ❑ Diversity is a competitive advantage.
- ❑ Complex problems are best approached by teams with a variety of perspectives.

• How unconscious bias shows up in the workplace

- ❑ **Systemic and institutional Bias-** What biases are deeply embedded in large systems and processes. Education, Prison, Courts,
- ❑ **If the outcome is bias, the process is bias-** Who succeeds, who doesn't and why?
- ❑ **Limited Representation-** Are all voices heard? What groups feel invisible or unheard. Where is the invisible labor?
- ❑ **Microaggressions-** What are some common comments people make?
- ❑ **Toxic Culture and Climate-** Who feels welcomed and who doesn't?

VIDEO - How our biases show up at work



What is Unconscious Bias?



What is Unconscious Bias?

- Tracey Benson and Sarah Fiarman in their book *Unconscious Bias in Schools: A Developmental Approach to Exploring Race and Racism* define Unconscious Bias as “the learned beliefs, attitudes and stereotypes about a particular a race that results in harmful or preferential treatment of members of that race”
- But unconscious bias is about more than race. We can have these biases about all of the dimensions of difference.

Dimensions of Difference

- Nationality
- State
- Department
- Experience
- Authority
- Hierarchy
- First Language
- Technical Background
- Educational Background
- Gender
- Race
- Ethnicity
- Differently abled
- Income
- Sexual Orientation
- Neurodiversity
- Age
- Socioeconomic Background/Class

VIDEO 1- Where does Unconscious Bias come from?





Unconscious BIAS

WHAT IS IT?



instinctively
CATEGORIZING
PEOPLE and THINGS
WITHOUT BEING AWARE
OF IT.

FLAW



in thinking guided
by past experiences and
mental preconditioning

DID YOU KNOW?

there are more than
150
types of biases

AND THEY **IMPACT**
US, OUR WORK
AND OUR
RELATIONSHIPS

HOW TO DEAL
WITH OUR BIASES?

1.



**KNOW
THEM
WELL**



READ
ABOUT
THEM

RECOGNIZE
THAT
THEY EXIST



be
mindful
IN YOUR
WORDS and
ACTIONS

2.



**THINK
CRITICALLY**
ATTEND TO DATA and
EVIDENCES

LOOK AT
PROBLEMS
AS A **DIAMOND**
WITH MULTIPLE FACETS



and not as
a coin
WITH ONLY
TWO SIDES

3.



**CHALLENGE
ASSUMPTIONS
AND TRADITIONS**

TAKE A
CONTRARY
VIEW

ask **WHY**
AND
WHY NOT?
OFTEN

EMBRACE DIVERSITY

PRACTICE EMPATHY

INSIGHTS FROM
A WORKSHOP WITH
SMITA THAROOD
TANMAY VORA QAspire.com
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Various types of Bias

TYPES OF UNCONSCIOUS BIAS



Affinity Bias

Feeling a connection to those similar to us



Perception Bias

Stereotypes and assumptions about different groups



Halo Effect

Projecting positive qualities onto people without actually knowing them



Confirmation Bias

Looking to confirm our own opinions and pre-existing ideas.

How does Bias Affect the Workplace?



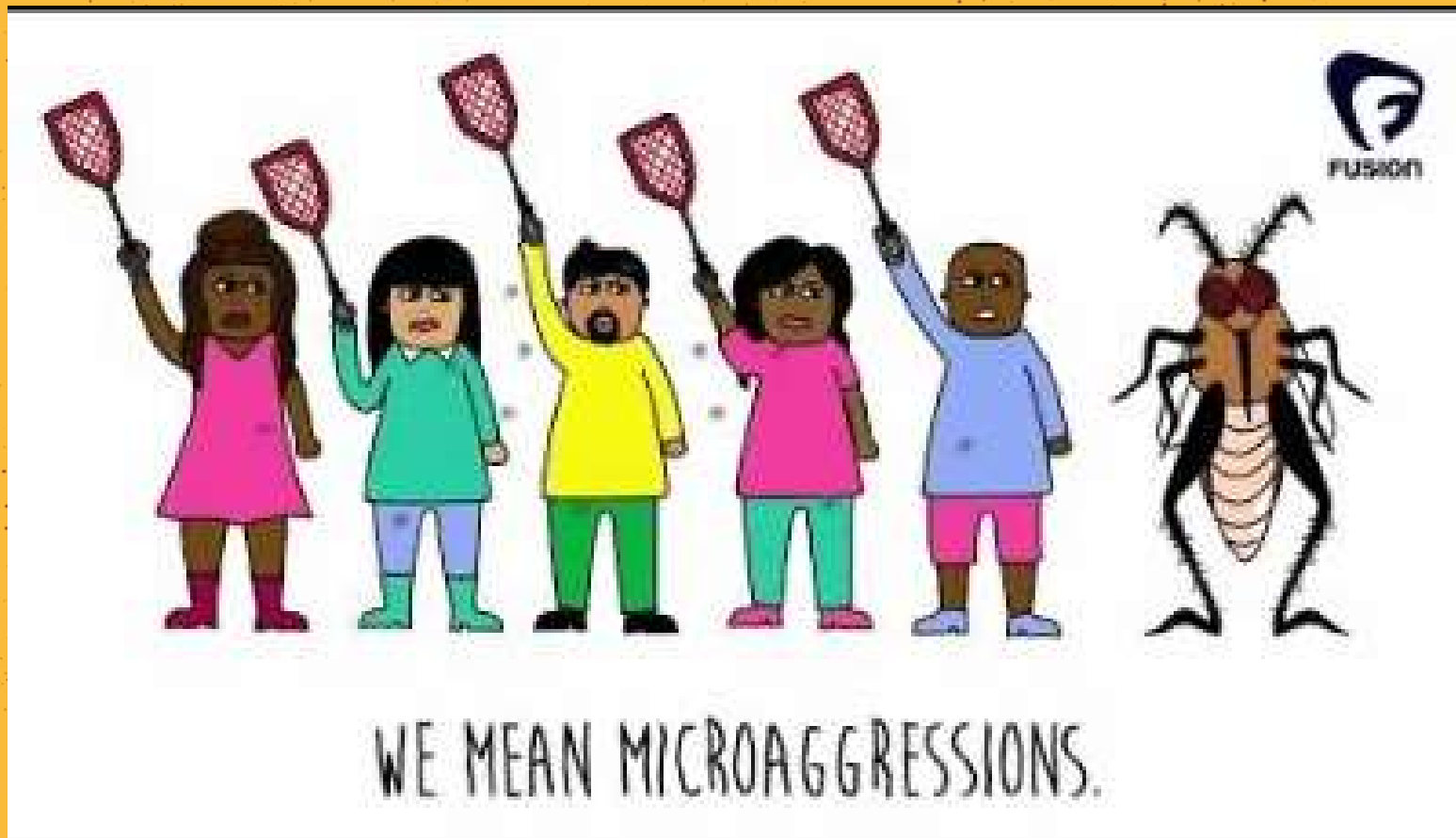
- ❑ **WHEN** unconscious bias is not addressed, it **affects the morale and the overall experience of the staff.** It can show up as microaggressions.
- ❑ These workers may end up feeling alienated, and also be less likely to make their ideas heard.
- ❑ Someone that goes through negative bias may be more likely to start looking for another job. There is a high cost to turnover



Microaggressions

- **What are micro-aggressions?**-A comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group.
- An everyday exchange that cues a sense of subordination based on any one of a number of social identities, including: race, gender, sexual orientation, socioeconomic background, nationality, religion, and disability

What if Microaggressions were mosquito bites?



Solutions



INTENTIONALITY

- **STEP 1-** Awareness (Training- Microlearning topics, Days of Understanding)
- **STEP 2-** Frequent Conversations (Intentionality, create opportunities to meet and interact with people. Listen to your employees)
- **STEP 3-** Monitor Manifestations
(DEI Audit, Look at the Data, if your outcome is biased so too are your processes)
- **STEP 4-** Anticipate (Be strategic, what are your guardrails?)

INTENTIONALITY

- **STEP 5-** Work in Teams
(Accountability, create partnerships, reverse mentorships, listen more, create shout out opportunities, model the behavior you want, address the behaviors you don't)
- **STEP 6-** Take a fresh look. Be open to hearing different perspectives. Look for them.
- **STEP 7-** Step outside of the box (Be intentional about your exposure)
- **STEP 8-** Monitor and Evaluate (Constant improvement is needed)

RECAP

- We ALL have unconscious bias, if you are human, you are biased.
- Our decision making is alarmingly "contaminated" by bias
- There is a tremendous amount of data to back up how bias we are
- Color Blind, Gender blind should not be our goal
- Institutionalized Prejudice is REAL, but we do have the power to change it.
- Diversity is a strength, and we need to acknowledge and celebrate our diversity.

VIDEO



Questions?

