

EXIT

Once you know your biases, **you can slow down in the moments you make decisions** about other people and question whether your biases are getting in the way.



< NEXT >

EXIT

Take the next step:

Ask someone close to you if they've noticed any biases in themselves (or in you). If they have, ask them how they got there. What did they see that made them notice these biases?

< NEXT >

EXIT



The Power of Uncovering Your Unconscious Bias - card 2 - Video Transcript

- We're going to do just a little exercise and you guys can play along too if you want. I just want to do an exercise that shows how your unconscious brain works. I just want you to say a word with me. It's folk, F-O-L-K. Just repeat it with me. [OVERLAPPING] Folk, folk, [LAUGHTER] folk, I know, folk, folk, folk, folk, folk, folk, folk. Now let's say it louder, folk. Let's say it quieter, [OVERLAPPING] folk, folk, folk. Two more times, [OVERLAPPING] folk, folk, folk. What do you call the white of an egg? [MUSIC] - Yolk. - What do you call the white of an egg? If you said yolk, you're not alone. Yolk became an unconscious thought because we repeated a word that rhymes with it. But if I asked you to do this same exercise again, you know what brought you to your first conclusion and you'd actively avoid the wrong answer. Uncovering your unconscious bias can make you aware of your decision-making process. If we work to understand and recognize our biases, we can manage them.

< NEXT >

EXIT



For example, a company or a team may unconsciously promote white men at a higher rate than people who are not white or not a man. Or a salesperson may be more likely to disqualify a female prospect than a male prospect.

< NEXT >

EXIT

Question 1 of 1

Which of the following regular occurrences on Jeff's team is most likely to be the result of unconscious bias?

- Correct**
A Clea, a female coworker, is asked to take notes in every meeting, even though that's not her job.
- B Riley, a junior salesperson, often forgets to submit her expense reports until the last minute each quarter.
- C Alex, a black team member, usually leaves early from team outings to put his children to bed.
- D Melanie, the manager of the team, rejects work that she feels is below par.

< NEXT >

EXIT

Take the next step:

If your office has a kitchen or a cafeteria, observe it during lunch.
Are there any social disparities going on, like people of the same race or social background sitting with each other?
Could this be caused by unconscious bias?

< NEXT >

EXIT



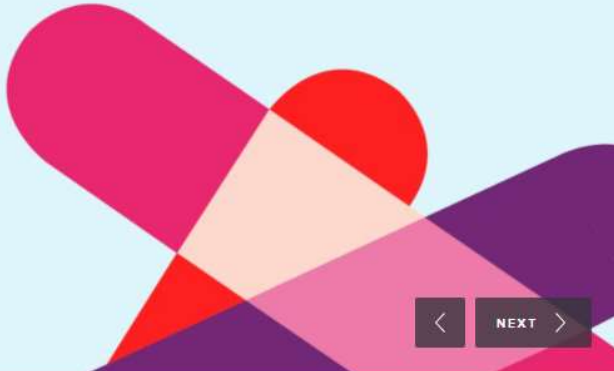
What Unconscious Bias Looks Like at Work – card 2 – Video Transcript

- [MUSIC] We often think of unconscious bias in terms of the obvious ways it plays out. Someone doesn't get the job or the promotion. A police officer assumes a black person is a criminal. A person is denied a loan because of their race, but unconscious bias can play out in much more subtle ways. A 2010 study of tonsillectomy patients showed that Latino patients got 30 percent less pain management than white patients did for the exact same procedure. This isn't something you would see or notice on an individual basis, but taken as a whole, it's clear there's some sort of bias at play. Unconscious bias doesn't always manifest as overt discrimination. It can be subtle and hard to notice.

< NEXT >

EXIT

Sometimes we use our fast brains when it would actually be more beneficial to use our slow brains. **The key to mitigating the effects of unconscious bias is noticing those situations, then deliberately slowing down.**



< NEXT >

EXIT

So if you're in a situation that could be at risk for bias – any time you have to evaluate another person – **take three deep breaths and count backward from ten.**

< NEXT >

EXIT

Observe your body

When your unconscious bias is acting up on you, you may have a few physical signals: you're not making eye contact, you're fidgeting, you might even be leaning away from another person. All of these are hostile body language signals that we often don't realize we're doing.



< NEXT >

EXIT

Don't trust your gut

"Gut feelings" can be powerful indicators of unconscious thought, like when you make a "gut decision" on what shoes to buy. But they can also indicate unfair unconscious bias.



< NEXT >

EXIT



For example, before you evaluate a stack of resumes, remind yourself that bias might affect which candidates you like.

< NEXT >

EXIT

If you were evaluating a software vendor, you might ask yourself: Do I feel good about this vendor because they offer the best price or service? Do they have a great product? Or do I feel good about them because we went to the same college? Because we're the same race or gender?

< NEXT >

EXIT

For example, imagine what it must be like for a black candidate with perfect qualifications to get denied an interview even though white candidates without perfect qualifications get interviews.

< NEXT >

EXIT



Interrupt Your Bias in the Moment - card 2 - Video Transcript

- Functional MRI imaging has shown that when unconscious bias happens, when we look at a person and make the assumption, oh, they're not right for the job or interrupt them without thinking based on the group they belong to, a part of our brain called the amygdala is activated. The amygdala is the part of our brain that processes fear. It tells the hypothalamus to activate our fight or flight response and that activation of the amygdala takes as little as 15 milliseconds. So when unconscious bias is active, you are in a physical and neurological process that moves really fast and is largely out of your control. But that doesn't mean that bias has to take over your decision-making. Just like you can calm yourself down if you get frightened, you can interrupt the process of unconscious bias.

< NEXT >

EXIT

But at its core, unconscious bias is simply a result of our brain taking shortcuts.

Bias is hard-coded into our brain.



< NEXT >

EXIT



Why Everyone Has Unconscious Bias - card 12 - Video Transcript

- [MUSIC] One thing you might be thinking is, are you calling me a racist or a misogynist? Of course not. In fact, I think it's safe to say most of us do our best to treat other people fairly. But even though we do our best, the reality is we all have different advantages in life based on where we are born, what gender we are, what race we are, or even how old we are. If you're not a capital "R" racist, or a capital "M" misogynist, you might not even know when you participate in our unfair society, which is why recognizing those advantages and uncovering those unconscious biases and exclusions is so important.

< NEXT >

EXIT



For example, if you usually watch television shows and movies that have a majority white, male cast, make time to watch television programs and movies that portray women and minority group members in positive ways.

< NEXT >

EXIT

Question 1 of 1

What's something else Wallace can do to break the habit of unconscious bias against trans people?

- Correct**
Find images that counter stereotypes of trans people and put those photos where he's likely to see them.
- B Apologize to the people he is biased against.
- C Ask a coworker to hold him accountable.
- D Nothing. Breaking a habit is more about awareness than action.

< NEXT >