My bias influences the ways I perceive and react to others.

Human beings, at some level, need bias to survive.

Stereotypes about women keep us from reaching our full potential.

I am able to recognize and interrupt bias in the moment.

I feel confident in communicating the importance of my work to others.

GROUND RULES

Share from your personal experience Listen, be curious and learn from others' experiences Notice any judgments & let go Be aware of what emotions come up for you Be brief to intentionally share space **Resist the desire to interrupt** Pass if you want to do so Stay engaged and trust the process Honor Confidentiality Facilitators are learning, too

PRESENTATION GOALS

- Understand types of bias and how they impact our workplaces
- Be able to recognize bias in communications
- Improve skills to proactively communicate to challenge bias



BIAS, INCLUSIVITY, AND COMMUNICATION

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WHAT IS BIAS?





BIAS DEFINED

- "A bias is a tendency. Most <u>biases</u>—like preferring to eat food
- instead of paper clips, or assuming someone on fire should be
- put out—are helpful. But <u>cognitive</u> shortcuts can cause problems
- when we're not aware of them and we apply them
- inappropriately, leading to rash decisions or discriminatory
- practices. Relying on biases but keeping them in check requires
- a delicate balance of self-awareness."

3 LAYERS OF BIAS





<u>goo.gl/m3gqZu</u>

CHARACTERISTICS OF IMPLICIT BIAS

- Implicit biases are pervasive. Everyone possesses them, even people with avowed commitments to impartiality such as judges.
- Implicit and explicit biases are related but distinct mental constructs. They are not mutually exclusive and may even reinforce each other.
- The implicit associations we hold **do not necessarily align with our declared beliefs** or even reflect stances we would explicitly endorse.
- We generally tend to hold implicit biases that favor our own ingroup, though research has shown that we can still hold implicit biases against our ingroup.
- Implicit biases are malleable. Our brains are incredibly complex, and the implicit associations that we have formed can be gradually unlearned through a variety of debiasing techniques.

Source: Kirwan Institute for the Study of Race and Ethnicity



A young man walks through chest deep flood water after looting a grocery store in New Orleans on Tuesday, Aug. 30, 2005. Flood waters continue to rise in New Orleans after Hurricane Katrina did extensive damage when it Ap Associated Press Two residents wade through chest-deep water after finding bread and soda from a local grocery store after Hurricane Katrina came through the area in New Orleans, Louisiana.

(AFP/Getty Images/Chris Graythen)



IDENTIFYING AND ADDRESSING IMPLICIT BIAS

- Recognize that we all have it no one is immune
- Make the implicit explicit take the IAT
- Continue learning and skill building
- Evaluate current media sources and consumption
- Get feedback back from a trusted colleague
- Improve conditions for decision making thinking slow
- Intergroup contact



https://youtu.be/yT0jg4De188

PAIR & SHARE: What are some of the stereotypes about women as leaders in the workplace?





https://youtu.be/L2_79T1P2qo

TRANSFORMING CONFLICT AND INTERRUPTING BIAS

- Choose battles wisely
- Breathe
- Seek first to understand
- Go beyond either/or
- Remain or become nonviolent in words and actions
- Let go of the need to be right
- Ask for an ego audit from a trusted colleague or friend
- Let go of blame
- Acknowledge where you have failed or made a mistake
- Stay present and stay compassionate



INTERSECTIONS

"We always meet one another at an intersection. When we notice or focus on one aspect of someone's identity, something is left behind.

We become skilled at hiding our hurts and vulnerabilities from one another. How can we be together without our defenses – while also understanding why the defenses are there?"



Tarrell Alvin McCraney Photo credit: Aaron Davidson/Getty Images

TELLING YOUR TRUTH





How does your workplace encourage or discourage "bringing your full self to work?"

How can you tell your truth, and thus, encourage others to do the same?

"Being human is about being in the right kind of relationships. I think being human is a process. It's not something that we just are born with. We actually learn to celebrate our connection, learn to celebrate our love. If you suffer, it does not imply love. But if you love, it does imply suffering. To suffer with, though, compassion, not to suffer against. And if we can hold that space big enough, we also have joy and fun even as we suffer. And suffering will no longer divide us. And to me, that's sort of the human journey." – john a. powell

COMMUNICATING & CONNECTING

HOW DO YOU TALK ABOUT WHAT YOU DO?



FRAME, NARRATIVE AND MESSAGE

Frame: a lens or worldview through which people see an issue or problem. Frames can be intentionally or unintentionally constructed.

Narrative: specific stories used to convey or reinforce a given frame.

Message: the takeaway from frames and narratives that points to a specific action needed

Race Forward: Moving the Race Conversation Forward https://www.raceforward.org/research/reports/moving-race-conversation-forward

WHAT ARE FRAMES?

Networks of association that shape how we think, not just what we think

- People reject facts that don't fit their frames
- People carry multiple frames that are sometimes linked and sometimes contradictory.
- Framing is a long-term project because people need to receive it in multiple forms and overtime to shift

FRAME EXAMPLES

- "Law & order" vs. Human dignity
- Personal vs.
 Government responsibility
- Individual vs. Public health
- "Right choices" vs. Environment



PUBLIC PERCEPTIONS OF GOVERNMENT

From "Making the Case for Government" by Anika Fassia, Public Works, 11-18-15



When asked to choose a single word to describe government . . .



Government is not for me but for "them"

- often racialized
- framed as "takers"
- reinforces bias and stereotypes
- feeds scarcity mentality and "nanny state" narrative



Stark racial and generational differences

Note: Whites are non-Hispanic; non-whites include Hispanics. Racial differences shown when significant sample is available.

Source: Figures for role of government from Pew Research survey, Sept. 4-8, 2013; figures for government responsibility to provide health insurance from Pew Research survey, Jan. 23-Feb. 9, 2014

PEW RESEARCH CENTER

But . . . We don't want services to be cut

If your state government needs to find ways to balance its budget this year, do you think your state should do the following or not?

■ Yes, state should ■ No, state should not ■ Don't know/refused

Decrease funding for K through 12 public schools

Decrease health care services

Decrease funding for maintaining roads and public transportation systems

> Decrease the pension plans of government employees



Source: February 2-7, 2011 Pew Research Center for the People and the Press political survey. N=1,385.

Dominant Stories about Government



Just Politics

Bureaucracy

Vending Machine


Why Does this Matter?

"Every child should have access to immunizations but too many families in our community are not bringing their children in to our clinics. This is why we are proposing a new agency rule requiring more clinic hours"

Speak to Values First

"The health of the whole community is protected when we ensure that our children are immunized. One of the ways we do this is through our public health agencies that provide free and low cost immunizations for all children. We need extended clinic hours to keep up with growing demands."

INTENTIONAL FRAMING

Recommendations Summary



- 1. Uplift unique mission and role of government
- 2. Name the barriers to opportunity structures
- 3. Speak to citizen managers

Reflection:

Think about an experience where you resisted responding to conflict or bias. Why?

HOW DO YOU DECIDE WHETHER, WHEN AND HOW TO RESPOND?

- Power dynamics
- Existing relationship and trust
- End goal: what do you want to accomplish?
- Cost/benefit analysis

SHOULD I RESPOND?

- Small groups
- Share your scenario
- Decide whether and how to respond

PRACTICE - ACT



COUNTERING BIAS

Affirm – Start off the dialogue by mentioning phrases and images that speaks to audience's values. The key is to hook and engage your audience.

1.Start with the heart

2. Explain why we are all in this together



Center for Social Inclusion: *Talking About Race Toolkit* http://www.centerforsocialinclusion.org/communications/talking-about-race-toolkit/

COUNTERING BIAS

Counter – Lead the audience into the discussion of race with a brief snapshot of the historical context. The key is to open audience's minds to deeper explanations about racial inequities.

3.Explain why we have the problem**4.**Take on race directly



Center for Social Inclusion: Talking About Race Toolkit http://www.centerforsocialinclusion.org/communications/talking-about-race-toolkit/

COUNTERING BIAS

Transform – Leave the audience with an engaging solution. The key is to present a solution so that the audience feels committed and feel as though they are progressing forward.

5.Reframe "makers" and "takers"6.End with heart and solution



Center for Social Inclusion: *Talking About Race Toolkit* http://www.centerforsocialinclusion.org/communications/talking-about-race-toolkit/

PUTTING IT ALL TOGETHER

WHAT CAN YOU USE

Recap:

- Understand the type of conflict sources and options for resolution
- Understand how bias interacts and tips for knowing when to interrupt
- Tell your story with confidence
- Use ACT
- Know your conflict management style and learn to shift to the most effective style
- Understand frames and adapt frames toward mutual benefit

REFLECT AND SHARE

What is one idea or action from today that you can use right away?

What is one longer-term opportunity for growth where you would like to focus?

RESOURCES FOR IMPLICIT BIAS AND COMMUNICATION

- Implicit Bias Assessment, Harvard University <u>https://implicit.harvard.edu/implicit/</u>
- The limits of introspection -<u>http://www.huffingtonpost.com/david-sze/introspection-</u> <u>research_b_7306546.html</u>
- "Where I'm From" Poem <u>http://www.georgeellalyon.com/where.html</u>
- Talking about Race Toolkit (Affirm, Counter, Transform): <u>http://www.centerforsocialinclusion.org/talking-race-toolkit/</u>

THANK YOU!

Angela Russell

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Jordan Bingham Health Equity Coordinator Public Health Madison & Dane County (608) 243-0398 jbingham@publichealthmdc.com "The most common way people give up their power is by thinking they don't have any." - Alice Walker

