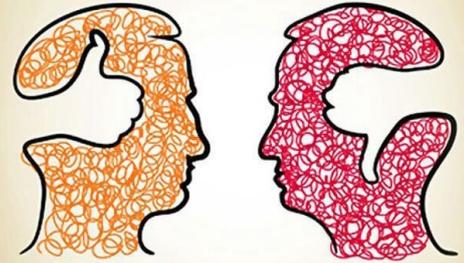


Managing Unconscious Bias (Code: MUB)

Evolution-U Diversity & Inclusion Business Suite

Keynote, 1/2 Day or 1 Day Course - Advanced



The Evolution-U Diversity and Inclusion Business Suite is a focused offering of engaging workshops and trainings designed to unlock the potential of individuals and teams and empower leaders by raising awareness of the benefits of a diverse and inclusive workplace.

Course Outline

This Managing Unconscious Bias training can be delivered as a half day workshop, full day training, or keynote presentation. The objective of each format is to raise awareness that while unconscious bias is a natural phenomenon that we all have, with an understanding of the principles and application of simple techniques, it can be managed. Unconscious Bias is becoming a prominent subject in management training due to its often negative impact on diversity and inclusion when not adopted. This trend is supported by an increasing body of research promoting the benefits of a diverse workforce. By taking this training, participants can expect to develop awareness of their own unconscious biases and tools for addressing these to become more effective leaders and team players in a multi-cultural environment.

Learning Objectives

By taking this course, participants will;

- Understand how the unconscious mind works and contributes to unconscious bias, and be able to explain the concept to others;
- Recognise how unconscious bias can adversely impact workplace decisions;
- Be aware of the 9 types of unconscious bias and how they impact our judgement and decision making;
- Learn to recognise unconscious bias in the workplace in ourselves and in others, and develop the tools to address it;
- Develop and utilise evidence based questions as a tool to combat ones own unconscious bias by using a structure introduced during the training;
- Learn how to apply System 1 and System 2 thinking to the unconscious bias methodology developed in the training;
- Participate in multiple case studies, individual and group exercises designed to demonstrate how unconscious bias operates.

Depending on duration, course delivery consists of trainer led presentation with video support, individual exercises, group breakouts and case studies. Open class discussion is encouraged to allow participants to learn from experience and best practise of others.

Course Content

The below course content list covers the content for the one day version of this training. For half day work shop and keynote sessions the final content will be selected in partnership with the client and based on training objectives.

Understanding the Unconscious Mind

Central to the understanding of unconscious bias is the interaction between the conscious and unconscious mind. This opening section introduces the unconscious mind and how we can utilise conscious-unconscious integration for improved performance in meetings, presentations and general communication.

Introduction to Unconscious Bias

For many executives, attending unconscious bias training is a company imposed necessity without immediate tangible benefit. In the introduction to the core topic of this training, this mindset is challenged and a case for the importance of understanding unconscious bias is built. When we realise that we too can become victims of unconscious bias, the importance of recognising and addressing it in both ourselves and others becomes necessary.

Case Study # 1: Googles Unconscious Bias @ Work

A review of the approach taken to dealing with unconscious bias at Google, a training that has now been extended to over 50% of Google's employees globally. Key take aways shall be reviewed and discussed for applicability to the participants industry.

The 9 types of Unconscious Bias

There are many types of unconscious bias, and each of us is often guilty of exhibiting multiple types. In this section we raise awareness of 9 different types of unconscious bias, how they impact our judgement and decision making, and discuss approaches to dealing with each.

Case Study # 2: Unconscious Bias in the Workplace

Evolution-U will work with the Client to develop a Case Study relevant to their industry, so that the principles discussed can be applied in a situation that is realistic for the participants. The case study will then be used as a common point of reference for all remaining materials covered in the training.

Evidence Based Questions

Originally developed for clinical questioning, the PICO(T) approach to developing evidence based procedures provides a template for asking questions that challenge our assumptions, encourage curiosity and promote unbiased decision making. In this section the process of developing evidence based questioning is introduced and participants are then challenged to apply the structure to the case study and/or their work practises.

System 1 & System 2 Thinking

Developed by Nobel laureate Daniel Kahneman, System 1 and System 2 thinking gives an alternative and highly repeat-usable approach to managing unconscious bias. System 1 thinking is unconscious and automatic, representing the intuitive processes of the brain. System 2 thinking is structured, requiring deliberate thought and effort. It is when System 1 thinking influences System 2 outcomes that the impact of unconscious bias in the workplace requires monitoring. By understanding how these systems interact, participants have a highly usable tool for managing their own unconscious bias.

Bias Awareness Activity

Participants join in a group game designed to highlight areas such as “us” vs. “them” categorisations, in-group bias and social categorisation during the post-game discussion.

Developing your U/B Action Plan

In either the half day or full day format of this training, participants will be challenged to develop their own “Unconscious Bias Action Plan” for deployment into their company/department. The Action Plan will be developed in groups, with each group presenting their plan to the class.

Who Should Take This Course

Management, Team Leaders, Project Managers, Business Owners, Human Resources Executives, external client facing executives, any and all executives who are in a position of authority and can impact another persons career progression will benefit by learning and mastering the techniques introduced in this training.

This training course is fully certified by Evolution-U.

**For more information & reservations please contact Jessica
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Sales Effectiveness • Building Trust • Negotiation Theory • Diversity & Inclusion
Persuasion Psychology • Personality Profiling • Leadership & Management