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VIRTUAL TALENT SUMMIT

# Unconscious Bias in the Workplace

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# HR Services

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# Learning & Organization Development

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# Talent Management

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# Total Rewards



# Presenter



**Michelle Hyde**  
*Learning & Development  
Manager*



# Learning Objectives

1 Understand bias perceptions.

2 Define unconscious bias.

3 Examine layers of difference.

4 Explore ways to combat unconscious bias.

# Warmth Bias and Competence Bias



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



Warmth   
Competence



# How do you define unconscious bias?

# Unconscious Bias

Definition: Prejudices we have but are unaware of. They are “mental shortcuts based on the social norms and stereotypes.” (Guynn, 2015).



All humans have bias and it serves a purpose

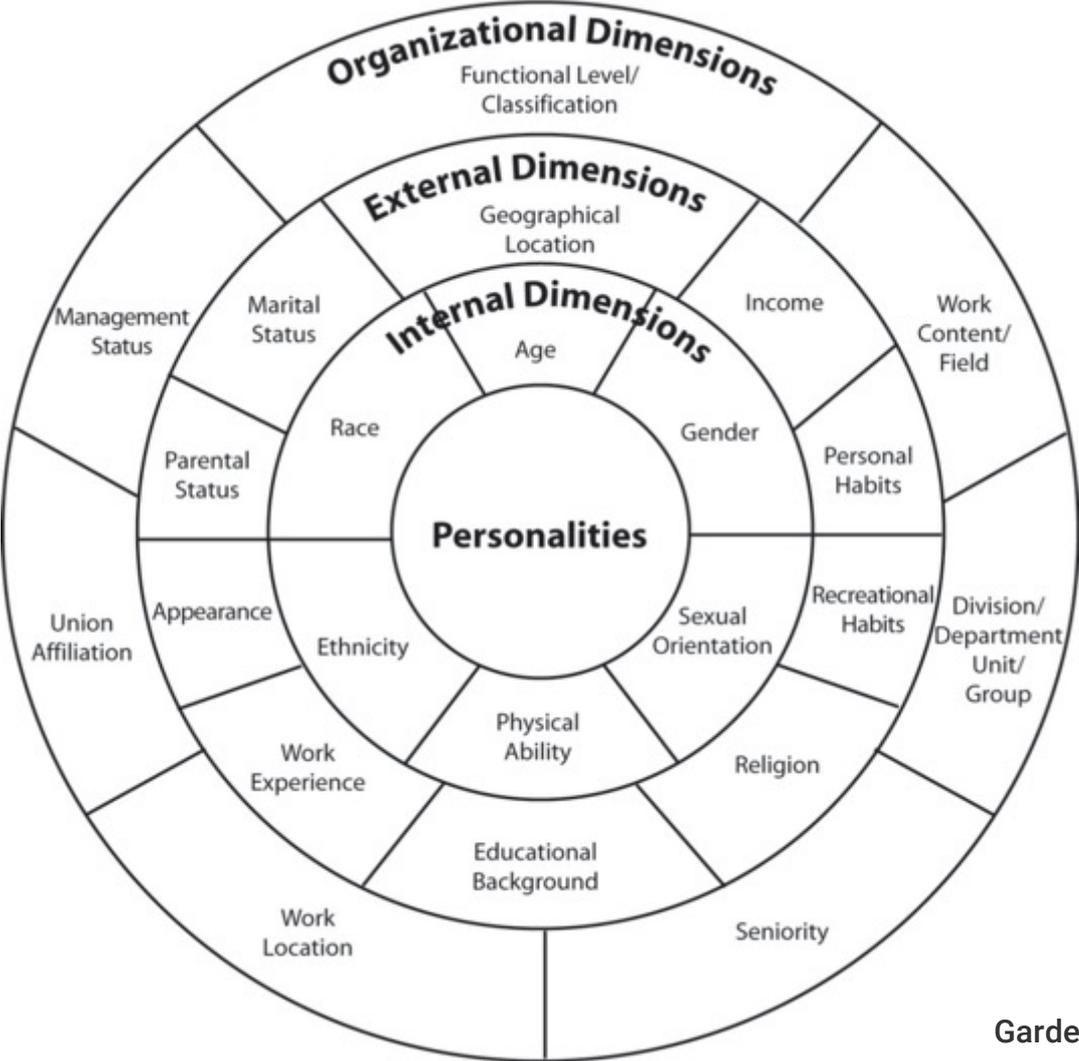


Testing shows positive implicit association

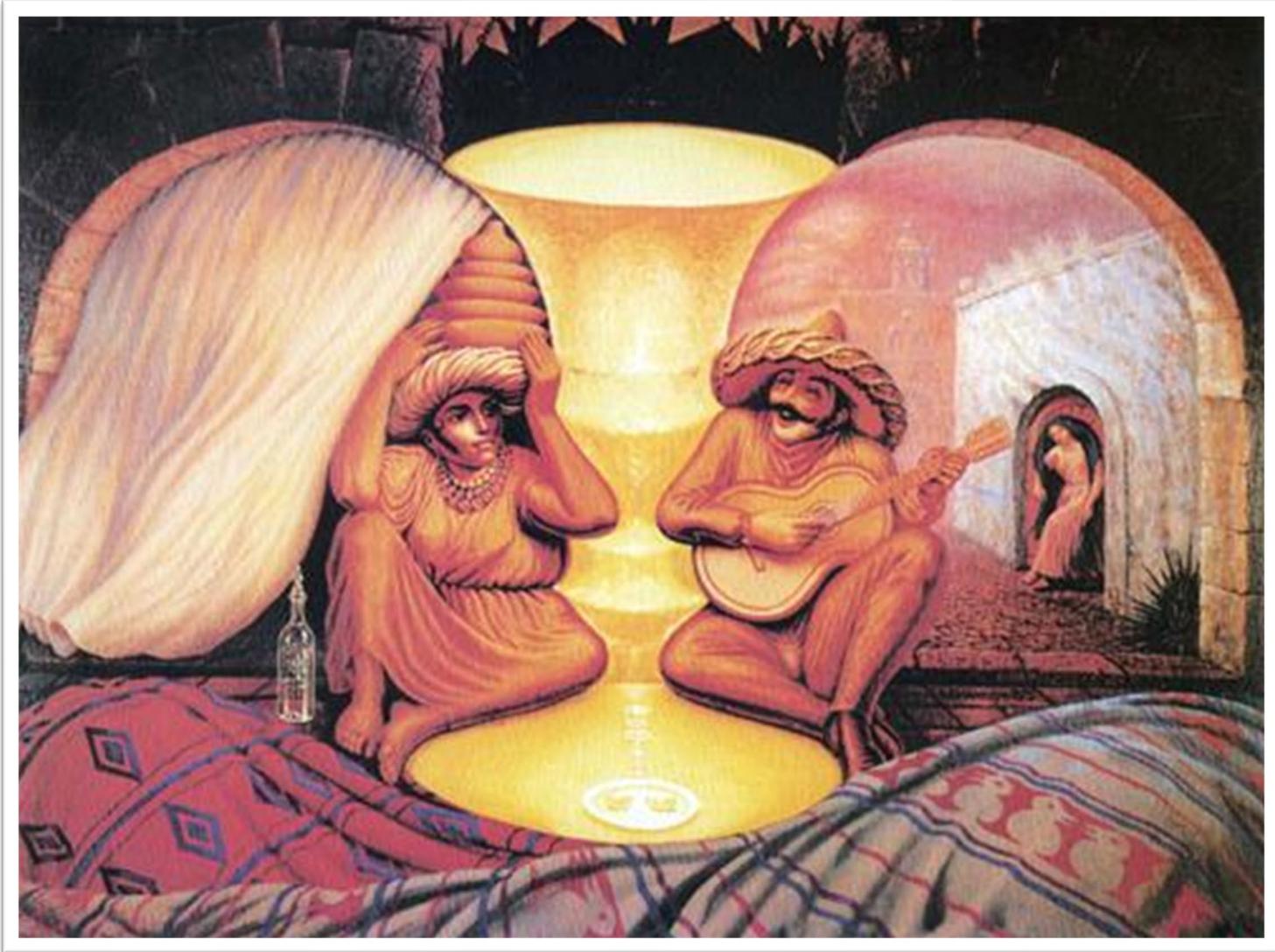


Understanding/awareness can help us perform our jobs better and provide better customer service.

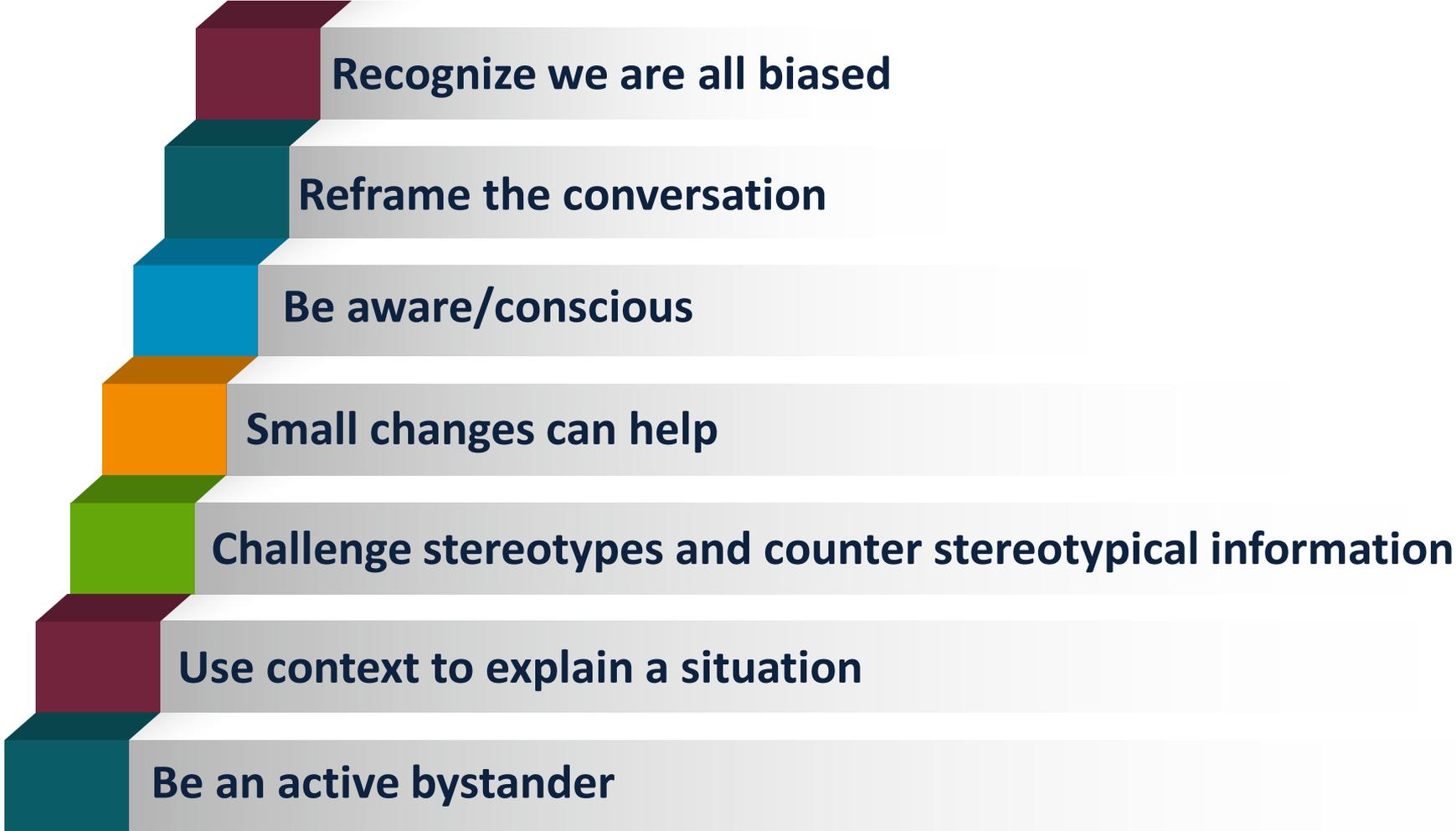
# Four Layers of Differences



Gardenswartz and Rowe (2003)



# Ways to Combat Hidden Bias



Recognize we are all biased

Reframe the conversation

Be aware/conscious

Small changes can help

Challenge stereotypes and counter stereotypical information

Use context to explain a situation

Be an active bystander

# Minimize the Impact

**Describe actions to take to minimize the impact of unconscious bias and determine the benefit and costs of not doing so.**



What can you do to minimize the impact of unconscious bias?



What can you do to promote your professional and personal skills in this area?



What are the benefits?

# Growing People to Help **Your Organization Thrive**

