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PowerPoint Slides for  
On-Demand Webinar

# Anti-Bias and Inclusion

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WE BELIEVE THAT EVERYONE SHOULD BE ABLE TO LIKE WHERE THEY WORK.

# OUTLINE

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- What is unconscious/implicit bias?
- How to recognize biases
- Cultural competence and humility
- What to do about biases
- Creating an inclusive environment
- How to talk to to others

# DEFINITIONS

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- **Implicit bias:** Unconscious thoughts or attitudes we have that impact our actions and decisions
- **Stereotype:** Preconceived and oversimplified ideas about a person or group; can be positive or negative
- **Prejudice:** Preconceived judgement or notion, usually not based on facts or experience, about a certain group

# DEFINITIONS

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- **Discrimination:** Actions against a group of people
- **Racism:** Systems that uphold the belief that one race is superior, sets of action by a race to disadvantage another race; prejudice plus power

# DEFINITIONS

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- **Micro-affirmations:** Small, consistent gestures that foster inclusion and support for people who might feel invisible or unwelcome in spaces
- **Microaggressions:** daily verbal, nonverbal, and environmental gestures, intentional or not, that relay negative messages to persons belonging to marginalized groups

# UNCONSCIOUS BIAS

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- Mental shortcuts that we're not aware of
- Helps us make quick judgements and assessments in daily functioning
- Based on our own experiences, media, things we're told, and other external influences

# BIASES

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- Demographics (age, gender, race, sexuality, etc.)
- Personality (introverted, extroverted, loud, conflict-avoidant, etc.)
- Workplace (position/title, department, etc.)
- Others?

# TYPES OF BIASES

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- **Affinity bias:** Unconscious tendency to be drawn to people who are similar to you
- **Halo bias:** Tendency to maximize positive and minimize negative when we like someone



# TYPES OF BIASES

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- **Confirmation bias:** Tendency to only seek out information and viewpoints that confirm our own opinions
- **Groupthink:** tendency to conform to group opinions and to not share dissenting views

# HOW TO RECOGNIZE BIASES

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- Being observant and self-reflective
- Pay attention to specific circumstances:
  - When you really like someone
  - When you have a negative reaction to someone
  - When you are upset about a situation
  - When you have big feelings about something/someone

# Surface Culture: Easily Observed

Fine arts  
Music  
Dancing  
Cooking  
Games  
Drama  
Storytelling  
Dress

Ideas of Modesty      Body Language      Survival      Ideas of Beauty

Ideas About Child Rearing      Approaches to Problem Solving

Concept of "Self"      Concept of Relationships      Courtship Practices

Concepts of Health and Illness      Ideas of Cleanliness

Patterns of Group Decision Making

Ideas about What is True

Definitions of Good and Evil

And Much, Much More!

# CULTURE CONNECTIONS

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- How have you been influenced by culture?
- How do you define family?
- What are the cultural contexts of your clients?
- What are surface culture differences and similarities?
- How do you make sense of cultural differences?

# COMPETENCE

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## Cultural Competence

- Being aware and curious that there are diverse cultural influences
- Respecting those differences
- Integrating this into working with people who may share or differ in cultural background

# HUMILITY

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## Cultural Humility

- Recognizing that our learning is ongoing and dynamic as we continually learn about our own cultural impacts and privileges and carefully attend to the power we wield in our roles with families.

# CULTURAL COMPETENCE

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- Expand awareness of cultural influences and values
- Develop positive attitudes toward diversity and differences in cultural teachings
- Engage in active learning about diverse cultural practices
- Respond to cultural strengths and needs of clients
- Practice skills for communication across cultures (e.g., a skill is being curious and listening before making suggestions).

# WHAT TO DO ABOUT BIASES

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- Biases stem from our experiences and cultural exposure.
- In order to counter them, we need to have new experiences and exposures



# WHAT TO DO ABOUT BIASES

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- Acknowledge that we have them
- Reflect without judgement
- Ask yourself some key questions:
  - Do my biases help or offend anyone?
  - How did I reach this conclusion?
  - Where might I have learned to think this way?
  - Is this in line with my beliefs and values?

# WHAT TO DO ABOUT BIASES

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- Recognize individuality
  - Work hard to intentionally counter generalizations
- Ask open-ended, curious questions
- Invite differing opinions
- Expose yourself to diverse ideas,

Individuals, and groups

# WHAT TO DO ABOUT BIASES

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- This is an ongoing journey
- Eliminating bias completely is not the goal
- Recognizing and countering is the objective
- Can be exhausting and very vulnerable
- Practice self-compassion and kindness

# INCLUSIVE ENVIRONMENTS

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What does an inclusive environment look and feel like?

- People are respected, valued, and seen
- People can be their authentic selves
- People are heard and feel safe sharing their ideas



# INCLUSIVE ENVIRONMENTS

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## Physical Environment

- What do people see when they come into your space?
- Representation matters! Include books, materials, and songs that represent diverse groups.
- Hire diverse staff.
- Provide open and inviting spaces. Where appropriate, invite clients and beneficiaries to participate and engage with staff to share ownership of the space.

# INCLUSIVE ENVIRONMENTS

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- **Attitudes:** Nonverbal communication such as eye contact (when appropriate), open body language, smiles
- **Language:** Use language that is inclusive, welcoming, and accessible; avoid using language that is specialized or professional when possible
- **Time:** Help clients and beneficiaries feel welcome by taking time to check in with them, inviting conversation

# INCLUSIVE ENVIRONMENTS

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- **Celebrations:** As much as possible, acknowledge and celebrate different cultural and faith traditions and holidays
- **Curiosity:** Invite clients and families to share about themselves, their cultures, their stories

# HOW TO TALK TO ABOUT RACE

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## AND RACISM

- Begin by educating yourself
- Prepare to be uncomfortable
- Know your intentions and state them
- Avoid shaming others
- Be curious not confrontational



# HOW TO TALK TO ABOUT RACE

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## IN YOUR WORKPLACE

- Foster a safe environment
- Address racist incidents when you see them happen
- Advocate for diverse voices to be heard at all levels
- Training is not enough – review policies, processes to ensure diverse and inclusive workplaces

# HOW TO TALK TO CHILDREN

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## ABOUT RACE AND RACISM

- Necessary to have these conversations
- Children can notice race from as young as 3 years old
- Need to be age-appropriate
- Understand and accept that we may make mistakes – don't pretend to have all the answers
- Ensure this is a continual conversation, not a one-time event

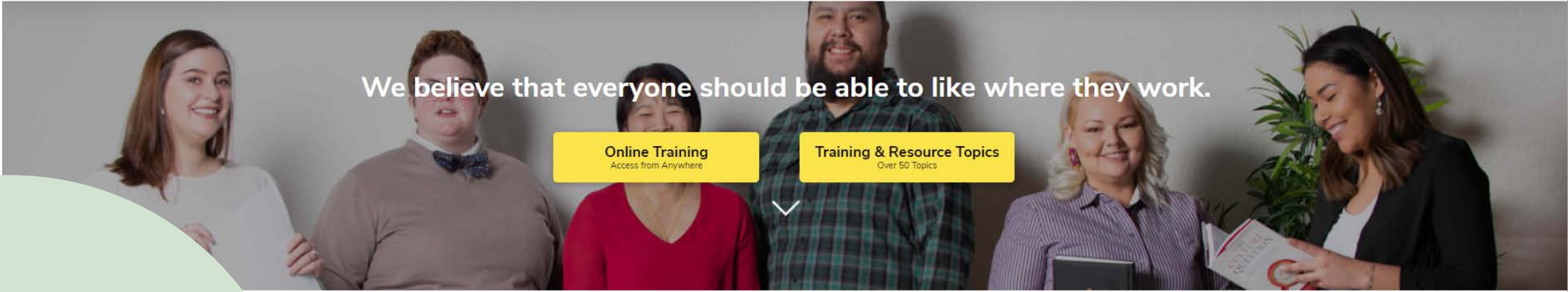
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- Other Public Workshops
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A thumbnail image featuring the Achieve Centre for Leadership logo and a woman's portrait. The text below reads: "Change Management" and "Free Webinar CHANGE MANAGEMENT - A LEADER'S GUIDE".

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