

# Unconscious Bias

## Annual Mandatory Training

2021



# OUR PURPOSE

We help people  
live well.

## Our Values

### EXCELLENCE

We are a top performer  
in all that we do.

### COMPASSION

We unselfishly care for others.

### RESPECT

We value the unique needs and  
preferences of all people.

# The “WHY”

At Advocate Aurora Health, our values encourage us to demonstrate excellence, compassion, and respect in everything we do.

By learning more about our unconscious biases, we can better uphold these values and foster a diverse and inclusive environment for everyone.



# Learning Objectives

- Define Unconscious Bias
- Recognize Unconscious Bias and its impact on patient and team member interactions
- Identify their blind spots related to Unconscious Bias
- Identify how recognizing their biases will positively impact their ability to Value Difference

# Intent vs. Impact

Others can't see your intentions. It's your behavior's impact that matters.

When the impact is different than what is intended...

**Think about where you can take responsibility.**



## **Empathize**

with the other person by respecting that they may have a different perspective to the situation at hand.



## **Discuss**

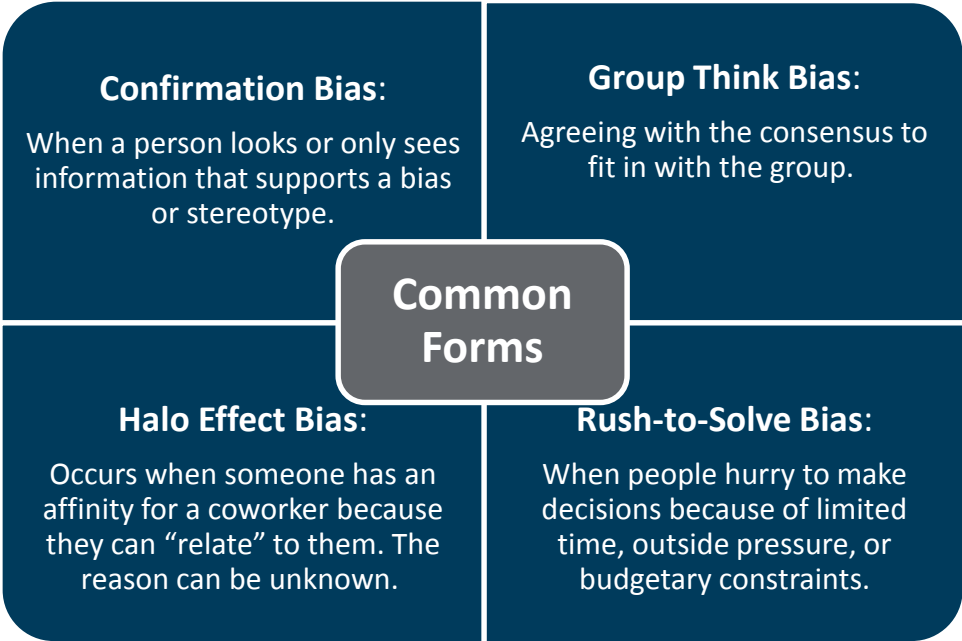
openly the original intention and recognize how the impact may have been perceived differently by the other person.



## **Acknowledge**

how you could have handled the situation differently and apologize for any miscommunication or misunderstanding on your part.

# Common Forms of Unconscious Bias



# Solutions to the Common Forms of Unconscious Bias

<p><b>Confirmation Bias:</b> Have healthy skepticism as part of your decision-making process.</p>	<p><b>Group Think Bias:</b> Create an inclusive work environment by striving to include others, welcome new ideas, and promote openness to contrary ideas and viewpoints.</p>
<p><b>Halo Effect Bias:</b> Ask your "go to person" who they would recommend for the next task and find out why.</p>	<p>When you are in a rushed decision, take a moment to visualize your decision before acting. Ask yourself, "What repercussions will my actions or decisions have on me and those around me after things slow down?"</p>

**Solutions**

# Questions to Reflect On

What is Unconscious Bias?

What are some of your Hidden Biases as it relates to Unconscious Bias?

After completing the course, where has your Unconscious Bias possibly influenced your interaction with a team member or patient?



How will recognizing your Unconscious Bias impact your ability to Value Difference?

What are some tips and techniques for addressing our Unconscious Bias?

What will be the impact on our team's engagement/performance if we don't work to address our Unconscious Bias?



## Key Points

Everyone has Unconscious Bias.

Other people can't see our intentions. It is our behavior that has impact that matters.

Recognizing our Unconscious Bias and thinking more objectively will help to see things/people as they really are, not as we may think they are.

It's not always what we do or say, it's the way we do or say it.

# Action Plan

## WEEK 1

Identify a behavior you will develop and how you will know you are successful in demonstrating that behavior. Identify a development partner. A development partner is another individual on the Diversity, Equity and Inclusion journey as well.

## WEEK 2 & 3

- Practice your behavior daily/weekly.
- Ask for feedback from your development partner.
- Share examples of ways you have valued diversity recently.

## WEEK 4

- Formally revisit the topic.
- Determine if you are executing your action plan.

# Our Goal

- 1** What behavior changes have you made over the past 4 weeks?
- 2** What has been the impact?
- 3** What feedback have you solicited from/shared with your development partner?
- 4** What support do you need for your continued development?