

# Recognizing & Responding to Bias

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## Participant Guide



Topic: Immediate Association



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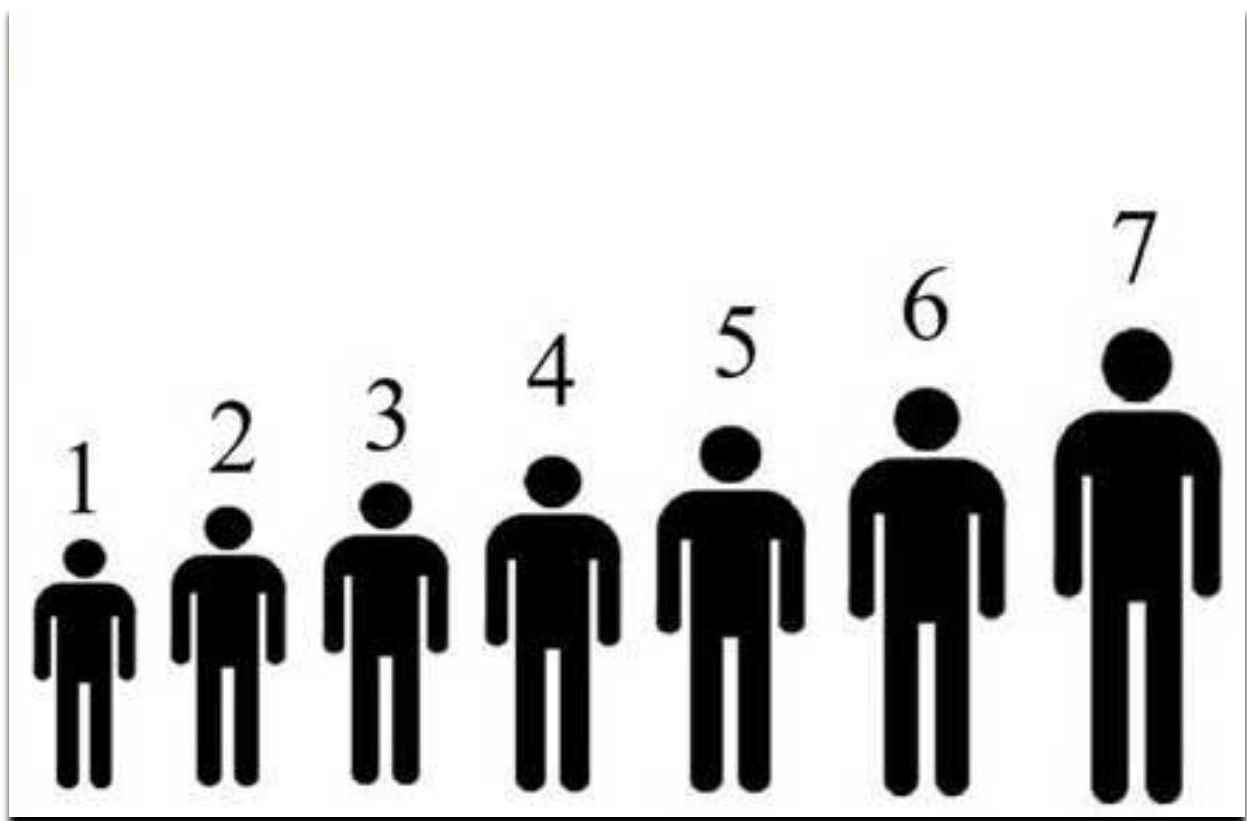
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# Bias

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## What is it?

A tendency to favor one person, group, or thing over another

Brain functions and brain development lead to biases

It begins at the earliest stages of brain development

Everyone has biases

The brain organizes all of our experiences into a book of rules

Book of rules consciously and unconsciously impacts our behaviors

Because it impacts behavior it then impacts what/how we experience things

Combat biases by (NPO):

***Neutralizing (pause) – Take a moment before reacting***

***Pivoting – Change your response based on the thoughts after neutralizing***

***Own our biases***

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## The ways our mind filters the world:

**Selective attention** – we selectively see some things but not others

**Diagnosis bias** – attempt to label people or ideas based on initial opinions

**Pattern recognition** – sorting things based on prior experience

**Value attribution** – placing a measure on people or things based on a perceived value

**Confirmation bias** – gathering information in order to confirm your assumptions

**Status quo bias** – resorting to the current state of affairs

**Commitment confirmation (confidence bias)** – when you become attached to a particular POV

**Stereotype threat** – anxiety/concern when a person has potential to confirm a negative stereotype about your group

**Affiliation bias** – When someone evaluates people on the basis of shared affiliations rather than on the merits of behavior

**Group think** – holding the views that have been developed by one group

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## Let's Practice

- Working in groups
- Think of a time when bias was reduced successfully
  - What tools were used and what questions were asked to reduce bias? Was NPO used?
  - What tools/ideas do you have that will help reduce bias at work?
  - What talents are we missing if we do not reduce bias? i.e. What do we miss when we approach situations with bias?
- How does bias show up similarly and differently in your day job (or former day job) compared to your life outside of work?
- From the list of ten biases reviewed, which biases show up more in one setting or the other?
- How do our individual biases fester into larger events we have witnessed in our nation, and world?



## Future Reflection

- Think of an example of something that happened at work or in life where bias was evident
  - Remember to keep it related to your own experiences and your own biases
- Identify two things that could have been done differently in each example based on the information you have learned today
  - i.e. Where could we have *neutralized* and where could you have *pivoted*?





# Understanding & Using Cultural Intelligence

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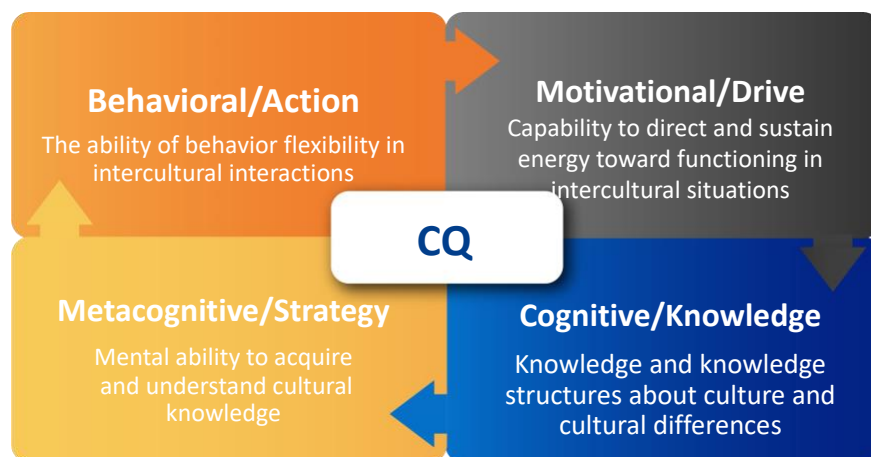
# Cultural Intelligence (CQ)

Cultural Intelligence is, “an individual’s capability to function and manage effectively in culturally diverse settings.”

(Ang, Dyne, Koh, Ng, Templer, Tay, & Chandrasekar, 2007, p. 494)



# Cultural Intelligence (CQ)



## Cultural Intelligence (CQ)

Mindfulness, “requires that he reflectively practices awareness of his own feelings, thoughts, and actions as well as those of other people when in cross cultural situations.”

(Teluja, 2014)

amo  
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## Cultural Intelligence (CQ)



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