



MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL
2019 ANNUAL CONFERENCE






Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture

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Session Presenters



	Verona Mitchell, M.A. Director, Equity & Inclusion Department of Human Services Children and Family Services Administration	Presentation Title: Using the IDI in building cultural competency
	Patina Park, J.D. Mnicoujou Lakota President/CEO Minnesota Indian Women's Resource Center	Presentation Title: Bias – Making the Unconscious Conscious

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Wednesday, October 9, 2019
8:30 – 10:00
1.5 Elimination of Bias CLE
Course Event Code: 276866
Course Sponsor: Minnesota County Attorney's Association

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Bias - Making the Unconscious Conscious

Patina Park, J.D.
Mnicoujou Lakota
President/CEO
Minnesota Indian Women's Resource Center

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Objectives

- Define Implicit Bias – Unconscious vs. Implicit
- Identify the Different Types of Bias
- Learn how to Be More Aware of Personal Biases
- Discover How to

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Truths

- We all have biases
- We all make mistakes
- We want to be here
- We care about each other
- Any change requires intention and action




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Most of us believe that we are ethical and unbiased.


We imagine we're good decision makers, able to objectively size up a job candidate or a venture deal and reach a fair and rational conclusion that's in our, and our organization's, best interests.

But more than two decades of research confirms that in reality most of us fall woefully short of our inflated self-perception.

Mahaariri Banaji
Harvard University Researcher




We don't see things as they are, we see them as we are..




Anaïs Nin


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What was the 1st thing you noticed about me?



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What we notice immediately

- Gender
- Race/Ethnicity
- Age
- Charisma
- Social Habits
- Weight/Height
- Overall appearance
- Smile
- Body Language

What else?

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Every second, millions of pieces of information cross our senses

WHY?

SURVIVAL

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Brain Processes



- Categorize
- Associate
- Fill in Gaps

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Now... What are some of the things you assumed about me?



Filling in the Gaps

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So what is Unconscious Bias?

An association or attitude that:


- Operates beyond our control and awareness
- Informs our perceptions of a person or social group
- Can influence our decision making and behavior

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Unconscious Bias...

Can lead to quick and often inaccurate judgment based on limited facts and our own life experiences.

Gives certain individuals and groups both unearned advantage and unearned disadvantage.



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Implications of Bias

We tend to see an individual as a representation of a specific group rather than as an individual.

We tend to favor, prefer, and associate positive characteristics with members of the group to which we belong

We tend to associate negative characteristics with or disfavor members of groups to which we do not belong.

These tendencies are the foundation of stereotyping, prejudice and, ultimately, may result in discriminatory decisions or actions, even if those decisions or actions might not be what we consciously intend or acknowledge.




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Unconscious vs. Implicit Bias

What's the difference?


Unconscious bias is **bias** that we are unaware of, and which happens outside of our control

Implicit bias questions the level to which these **biases** are **unconscious** as we are become more increasingly aware of them




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Bias and Our Actions




Perception – how we see people and perceive reality.
Attitude – how we react towards certain people.
Behaviors – how receptive/friendly we are towards certain people.
Attention – which aspects of a person we pay most attention to.
Listening Skills – how much we actively listen to what certain people say.
Micro-affirmations – how much or how little we comfort certain people in certain situations.

Types of Bias



- Confirmation
- Perception
- Affinity
- Conformity "Bandwagon effect"
- Beauty "Halo effect"
- Contrast
- Selection
- Attribution




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Café Society Exercise

We're going to take 5 minutes –

List examples of the specific bias and suggestions on how to avoid

Report back to the group




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Action – Moving into Consciousness

Being aware you have bias is the first step

Recognizing your bias has an effect


Take steps to reduce bias



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Strategies to reduce


- Slow down – more prone to bias when anxious, busy, under pressure
- Build relationships with people outside your norm – take time to get to know them as an individual
- Counter negative stereotypes of under-represented and marginalized people
- Participate in an implicit bias assessment
- Build your cultural competence
- Question yourself



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Mason et al.'s Cultural Competence Model (1996)

Cultural Destructiveness	Refusal to acknowledge the presence or importance of cultural differences; Differences are punished and suppressed; Schools endorse the myth of universality. See the difference, stomp it out.
Cultural Incapacity	The individual or organization chooses to ignore cultural differences; No attention is devoted to supporting cultural differences; Emphasis may be on the cognitive growth and maturity of youngsters versus addressing the issues of cultural awareness. See the difference, make it wrong.
Cultural Blindness	Individuals and organizations believe that cultural differences are of little importance; People are viewed through a western cultural mainstream lens; Messages are communicated to students that their culture is of little consequence to the learning experience. See the differences, respond inadequately.
Cultural Pre-Competence	The individual or organization recognizes and responds to cultural differences; There is an open acknowledgement of the need for cultural competence; Educators may seek out new information regarding diversity by attending training sessions or interacting with those individuals who have insider cultural information. See the difference, understand the difference that difference makes.
Cultural Competence	The individual and organization value and appreciate cultural differences; Exploration of issues related to equity, cultural history, knowledge, and social justice; Students' cultural experiences are valued and integrated into the learning process. See the difference and respond.



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Using the IDI in building cultural competency

Verona Mitchell, M.A.
Director, Equity & Inclusion
Department of Human Services
Children and Family Services Administration

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Objectives


1. Increase knowledge of the Intercultural Development Inventory (IDI) assessment tool and continuum (IDC)
2. How explicit and implicit bias influence work

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Intercultural Development Inventory (IDI)
The Tool



- The Intercultural Development Inventory (IDI) is a psychometric tool designed to measure cultural competency
- The IDI assessment tool is available in 17 different languages
- Reliable; over 66 PHD dissertations written on the IDI
- It uses the DMIS to measure cultural competency with orientations "**Denial through Adaptation**"



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Fear of what the IDI may reveal?

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What Does the IDI Tool Tell Us?

Individuals

- The ability to work across cultural differences
- Intercultural competency

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What Does the IDI Tool Tell Us?

Organizations/Groups

The ability to engage individuals across cultural differences

- Creativity/innovation
- Intellectual – critical thinking
- Strains of diversity
- Intergenerational
- Embrace change

The approach to work, clients, stakeholders, external, internal workforce

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Culture - Individuals

The Cultural Iceberg

Surface Culture

- Food
- Flags: Festivals
- Fashion: Holidays: Music
- Performances: Dances: Games
- Arts & Crafts: Literature: Language

Deep Culture

- Communication Styles and Rules
- facial expressions: gestures: eye contact
- personal space: touching
- body language: tone of voice
- handling and displaying of emotion
- conversational patterns in different social situations

Notions of:

- country and manners
- friendship: leadership
- cleanliness: modesty: beauty

Concepts of:

- self: time: past and future
- fairness and justice
- rites: related to age, sex, class, family, etc.

Attitudes toward:

- elders: adolescents: dependents
- role: expectations: work: authority
- cooperation vs. competition
- relationships with animals: age: sin: death

Approaches to:

- religion: conflict: marriage: raising children
- decision-making: problem-solving

The IDI Lives Here: in the "why?"

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Culture - Organizational

Organizational Cultural Dimensions

Hofstede, 1991

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Individual Profile Report

Intercultural Development Inventory v.3 (IDI)

ORGANIZATION INDIVIDUAL PROFILE REPORT

Prepared for: [Name]

Prepared by: [Name]

Informed by: [Name]

In cooperation with: [Name]

- How you work across, engage and experience cultural differences
- Individual Profile and Debrief sessions are private
- Contains a development plan
- It contains no information that identifies a group

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Monocultural Mindset			Intercultural/Global Mindset	
Denial	Polarization	Minimization	Acceptance	Adaptation
My cultural experience is the only one that is real and valid. There is little to no thought of "other."	"We" are superior and "they" are inferior. One feels threatened and is highly critical. What is strange may be labeled as stupid.	Other cultures are trivialized or romanticized. One tends to deny differences (e.g., "color blind") and only seek similarities.	I accept but may not agree with other cultures. Generally, I am curious and respectful.	I "see" the world through different eyes and make intentional changes in my own behavior and values.

Individuals

Copyright, Milton Bennett

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Monocultural Mindset			Intercultural/Global Mindset	
Denial	Polarization	Minimization	Acceptance	Adaptation
<ul style="list-style-type: none"> <input type="checkbox"/> Forced assimilation, subjugation <input type="checkbox"/> Rights and privileges for dominant groups only <input type="checkbox"/> Cultural Destructiveness 	<ul style="list-style-type: none"> <input type="checkbox"/> Racism <input type="checkbox"/> Stereotypes <input type="checkbox"/> Unfair hiring, promoting <input type="checkbox"/> Sense of entitlement, privilege <input type="checkbox"/> Cultural Incapacity 	<ul style="list-style-type: none"> <input type="checkbox"/> Differences ignored, "treats everyone the same" <input type="checkbox"/> Only meet needs of dominant groups <input type="checkbox"/> Cultural Blindness 	<ul style="list-style-type: none"> <input type="checkbox"/> Committed to explore cultural issues <input type="checkbox"/> Committed to assessing individual & organizational needs around culture <input type="checkbox"/> Cultural Pre-Competence 	<ul style="list-style-type: none"> <input type="checkbox"/> Recognize individual and cultural differences <input type="checkbox"/> Seek advice from diverse groups <input type="checkbox"/> Hire, promote culturally unbiased staff <input type="checkbox"/> Cultural Competence

Groups, Organizations

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IDI Orientations Exercise

IDI Pop Up Exercise



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How does cultural competency apply to my work and engagement with others?

- Awareness of how cultural differences impact interactions with colleagues or clients
- The ability to see past stereotypes of others and to listen without judgement
- Think deliberately about the positive and negative ways decisions/policies may impact clients or customers



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Resources

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Resources – assessments and more info on bias


- Implicit Association Test – free!
<https://implicit.harvard.edu/implicit/takeatest.html>
- IDI - <https://idiinventory.com/>
- <http://www.tolerance.org/Hidden-bias>
- Article and link to TED Talk:
<http://www.theinclusionsolution.me/gen-y-on-di-honesty-is-the-best-policy-unconscious-bias/>
- http://www.cookross.com/docs/everyday_bias.pdf



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Resources – microinequities, etc.

- <https://ombud.mit.edu/sites/default/files/documents/micro-affirm-ineq.pdf>
- <https://www.psychologytoday.com/blog/the-superhuman-mind/201304/micro-inequities-40-years-later>
- <http://www.diversitybestpractices.com/news-articles/unconscious-bias-data-points-definition-effects-and-ways-address-it>



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- Diversity at Work: The Practice of Inclusion, Jossey-Bass publishers, 2014
- Inclusion starts with I: Eight steps to Inclusion: The personal journey – Mary-Frances Winters
- Everyday Bias: Identifying and Navigating Unconscious Judgements in Our Daily Lives, Howard J. Ross, 2014
- Be Diversity Competent, Jermaine M. Davis, 2007
- The Diversity Action Book – 143 things to go do, Janet Crenshaw Smith, 2000



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Websites to check out

- Mary-Frances Winters group - <http://www.wintersgroup.com/mary-frances-winters/> (training, resources, including articles, downloads, free weekly blogs you can sign up for)
- Cook Ross – cookross.com (training, consultation, training materials, and many free papers)
- Language and Culture Worldwide, LLC - <https://www.languageandculture.com/home> (training, resources including articles and downloads, etc.)
- One Ummah Consulting (training, assessments) - <http://www.1ummahconsulting.com/home.html>



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More resources



- Perception Institute, perception.org, translates mind science research on identity differences into everyday solutions
- Forum on Workplace Inclusion – University of St. Thomas (Twin Cities)
 - <http://www.stthomas.edu/workplaceforum/>
 - Annual conference
 - Free monthly webinars
 - Past webinars are archived
- Global Diversity & Inclusion Benchmarks, www.diversitycollegium.org
