

COURSE FACT SHEET:

Understanding Bias

How to eliminate prejudice in your organisation

Getting to grips with the concept of unconscious bias is an important and critical step in creating fair and inclusive workplaces.

To do this, we need to create a climate in which issues of bias can be discussed openly, calmly and rationally. Demonstrating a willingness to examine our own personal prejudices is integral to understanding the roots of stereotypes and bias in the workplace.

Our new blended learning programme examines how and why people are biased and the impact this has on relationships, decisions and organisations in general.

It's designed to:

- . Raise awareness of bias in people and organisations
- . Examine the impact of prejudice in decision-making
- . Demonstrate ways in which we can reduce, if not eliminate, bias in our decision-making.



How it works

Understanding Bias is a new tool to help organisations deal with the real business problem of equality and diversity and work towards becoming culturally competent.

The course includes visual illusions which offer a compelling insight into how our brains process information and the shortcuts we take. This, as in everything with our training, is backed up with research evidence.

A drama scenario which shows how even an organisation that prides itself in "doing the right thing" in terms of Diversity can fall under the spell of unconscious bias. Individual scenes look at "pressure points" when bias is more likely to have an impact including recruitment, performance review and induction.

A number of case studies are also used to apply the principles in real life situations followed by a discussion about the actions people can take after the training.

Produced by Skill Boosters in partnership with:

PEARN KANDOLA

Because all business is psychology.



Pearn Kandola is one of the leaders in Business Psychology specialising in assessment, development, diversity and well-being. Co-founder Professor Binna Kandola is the author of "The Value of Difference: Eliminating Bias in Organisations" (Pearn Kandola Publishing 2009).

Delivery formats available

Hosted online.

Installed on your Learning Management System or network.

DVD or video-clips with trainer notes.

In-house and public trainer-led workshops.

Duration

Video: 45 minutes.

E-learning: 70 minutes approx.

Trainer-led: Half or full day.

Please contact us for pricing options, special offers or to discuss a tailored model.



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Overview

Available via a choice of **e-learning, video or trainer-led formats** or a blend of all three, this training is designed to raise awareness on a very difficult topic: our preferences and our bias. The premise of this training is that unless we explore the nature of relationships, perceptions and prejudices we will never make sufficient progress to create truly diverse and inclusive organisations. It is based on the fact that we are all biased. That is everyone, without exception.

This training is intended to enable us to improve the quality of our decision-making, ensuring that we eliminate irrelevant factors that may influence our conclusions.

Course Content

Part One: Understanding Unconscious Bias provides an overview of unconscious bias in terms of how it affects you and others. You will see a number of experiments which help illustrate the way our perceptions filter information and how this impacts on what we see and hear, what we fail to see and hear, and the judgments we make. Becoming more aware of how our brains are wired can help us understand that 'trusting our instincts' can lead to poor decision-making. Once we acknowledge our bias, we can consciously take action to reduce its influence.

Part Two: Bias at Work covers bias at work through a series of drama scenarios. The scenarios will help you understand how unconscious bias can impact on the workplace and on working relationships. Although the organisation is fictitious and the context is specific, the human interactions are quite universal, and you'll learn a lot about biases, and how to counteract biases by studying how these people are interrelating with one another.

Part Three: Addressing Bias provides guidance on how to address bias in specific situations including recruitment, performance reviews/appraisals, induction of new team members and mentoring. The section also explores practical measures to help eliminate the impact of bias in these situations within your own organisation.

What sets Skill Boosters apart?

- Our courses consist of credible and best practice learning content developed in partnership with leading subject matter experts.
- We can blend subject matter and delivery methods in a unique way.
- Our training solutions can be tailored to suit the needs of your staff and organisation.
- We create innovative learning technologies to deliver inspiring and accessible training solutions.
- Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey.
- We offer a no-obligation 'try before you buy' service.

Some of our clients include:

Tesco, Home Office, **M&S**, Cornwall County Council, **KPMG**, Defra, **Glaxo**, Glasgow Council, **MoD**, Sainsbury's, **Eversheds**, Simmons & Simmons, **Canary Wharf Group**, ZSL Group, **Department of Health**, Guy's & St Thomas', **HSBC**, Barclays, **Intercontinental Hotel Group**, Serco

Understanding Bias is part of a family of training products available. Other Courses include:

The Diversity Challenge, Race, Gender, Religion and Belief, Disability, Challenging behaviour.

To view our full list of services visit www.skillboosters.com

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DVD or video-clips with trainer notes.

In-house and public trainer-led workshops.

Duration

Video: 45 minutes.

E-learning: Notional completion time 70 minutes.

Trainer-led: Half or full day.

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