Bias Override

DATE
October 19, 2023

PRESENTER
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Deputy Director of Programs & Training
Perception Institute
Agenda

Welcome/Introduction

Group Agreements

Brief Overview:
- The Mind Science of Bias

Affinity Discussion Prompt

Group Discussion
Group Agreements

- Be present!
- Keep the focus on identity and race.
- Acknowledge we are at different places with the things we discuss today.
- Speak your truth. Suspend judgement.
- Expand your comfort level and push yourself; learning happens when we are a little bit uncomfortable.
- Notice your own defensive reactions. Attempt to use these as entry points for self-reflection.
B.R.I.C.K
Foundational Principles Towards Bias Override, Individual Opportunity & Professional Success

OPPORTUNITY & SUCCESS

BELONGING  RESPECT  INVESTMENT  CONVERSATION  KINDNESS
The Fairness Paradox - why we are here?

We hold values of justice and equity, yet our behavior may not reflect these ideals.

How can we resolve this paradox?
The Science of Bias

Identity Anxiety

Implicit Bias

Stereotype Threat
The Science of Bias

**Implicit Bias**
The brain's automatic, instant association of stereotypes or attitudes toward particular groups, often without our conscious awareness.

**Identity Anxiety**
A stress response before, during, or after a cross-group interaction.

**Stereotype Threat**
When a negative stereotype about an outgroup member is triggered, it is a stress response undermines and overpowers one's ability.
Where bias work began?

Field study of 940,000 children treated in the ER for acute appendicitis 2003–2010

Finding:
In multivariate analyses, white children were 3x more likely to be treated with opiate pain medication than black children, for the same level of pain

Covariates:
Ethnicity (Hispanic/non-Hispanic), age, sex, insurance status, triage level, and pain score

Goyal et al. (2015)
What is a Bias?

a preference for

OR

an aversion against

a person or group of people
Implicit Bias
The Basic Definition

The brain’s **automatic, instant association of stereotypes or attitudes toward particular groups**, often without our conscious awareness.
Why is this important?

- We have greater bias towards people we are not familiar with.
- Without personal interaction or knowledge of a group, assumptions and stereotypes fill in the gap.
- Integration and genuine interaction decrease our biases.
## Let’s Get Personal

### Fill in the blank...

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>02</td>
</tr>
<tr>
<td>I am...</td>
<td>My elementary school was mostly...</td>
</tr>
<tr>
<td>04</td>
<td>05</td>
</tr>
<tr>
<td>Most people at the last wedding or union I attended were...</td>
<td>Most close friends are...</td>
</tr>
<tr>
<td>07</td>
<td>08</td>
</tr>
<tr>
<td>My team is mostly...</td>
<td>The people I socialize with at work are mostly...</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>My last 3 mentees were...</td>
<td>Role models in my field are...</td>
</tr>
</tbody>
</table>

- Race
- Ethnicity
- Language
- Gender Identity
- Sexual Identity/Presentation
- Religious Affiliation
- Ability/Different Ability
What are your goals for these sessions?

***

What about this work do you believe impacts your leadership style and/or overall department/division?
We attribute negative in-group behavior to external situational factors and negative out-group behavior to character or personality.

Maybe her computer is acting up, and she is having trouble logging in

VS.

She really struggles with time management
GUIDES OR GATEKEEPERS?
<table>
<thead>
<tr>
<th></th>
<th>Bias Override Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Humility</td>
</tr>
<tr>
<td>02</td>
<td>Slow down</td>
</tr>
<tr>
<td>03</td>
<td>Cross group/counter stereotypes exposure</td>
</tr>
<tr>
<td>04</td>
<td>Self-assessment</td>
</tr>
<tr>
<td></td>
<td>What can I do differently?</td>
</tr>
<tr>
<td>05</td>
<td>K.N.O.W</td>
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<tr>
<td>06</td>
<td>R.E.S.E.T</td>
</tr>
</tbody>
</table>
IMPLICIT BIAS
Unconscious vs. Conscious Brain

The brain takes in 11,000,000 bits of information per second, but can only process 40 bits consciously.

### Stroop Task

State the color of the text

<table>
<thead>
<tr>
<th>BLUE</th>
<th>RED</th>
<th>GREEN</th>
<th>BLACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREEN</td>
<td>RED</td>
<td>BLUE</td>
<td>BLACK</td>
</tr>
<tr>
<td>BLACK</td>
<td>BLUE</td>
<td>GREEN</td>
<td>RED</td>
</tr>
<tr>
<td>GREEN</td>
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<td>BLUE</td>
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Stroop (1935)
## Stroop Task
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<td>BLACK</td>
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Stroop (1935)
How many triangles do you see?
Confirmation Bias

Once the brain is familiar with a false belief, over time the belief becomes truth.

The brain likes to be right!

We then tend to search for and interpret information in a way that confirms the pre-existing bias.
All of us have implicit biases

Why is this important?

- You are not “blind” to race simply because you may wish to be
- Implicit bias can manifest itself in the workplace and with clients
- “Good intentions” are not “good enough”
**Implicit Bias is...**

<table>
<thead>
<tr>
<th>Increased by</th>
<th>Not reduced by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress</td>
<td>Good intentions</td>
</tr>
<tr>
<td>Time pressure</td>
<td>Someone else telling you to reduce your bias</td>
</tr>
<tr>
<td>Multitasking</td>
<td>Suppressing bias</td>
</tr>
<tr>
<td>Lack of clear criteria for decision-making</td>
<td>Avoiding people from other groups</td>
</tr>
<tr>
<td>Ambiguous or incomplete information</td>
<td>Thinking you don’t have bias</td>
</tr>
<tr>
<td>Lack of familiarity with group</td>
<td></td>
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</tbody>
</table>
Interventions to Interrupt Bias

- Clear Protocols
- Individuate
- Counter-Stereotyping
- Perspective Taking
- Peer-to-Peer Intergroup Contact
Identity Anxiety
The Basic Definition

A stress response before, during, or after a cross-group interaction
The Different Impacts of Identity Anxiety

<table>
<thead>
<tr>
<th>Out-Group Concern</th>
<th>In-Group Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Will I experience negative treatment?”</td>
<td>“Will I be negatively perceived?”</td>
</tr>
</tbody>
</table>
Identity Anxiety: Client Impacts

- Shorter Interactions
- Avoidance
- Awkward Connections
- Navigation Burdens
Identity Anxiety: Workplace Impacts

- Work Allocation
- Facilitating Client Contact
- Formal Mentoring
- Informal Socializing
- Constructive Feedback
Poll Time

Identity Anxiety

How much identity anxiety do you experience?

A. Very little  B. A moderate amount  C. Quite a bit

Do you think you experience more identity anxiety inside or outside the context of work?

A. Inside  B. Outside
How to Address Identity Anxiety

Evidence-based interventions:

- Intergroup contact
- Behavioral scripts
- Positive priming
- Client-centered communication
Avoid Unnecessary Errors

Know names / pronunciation of names

No identity presumptions

Open conversations

Widen your circle
RESET Conversation

Refocus from embarrassment

Emphasize apology

Skip self-justification

Explore accountability

Thank you
STEREOTYPE THREAT
Stereotype Threat

“Poor. Irresponsible”

“Overly emotional”

“Angry, intimidating”

“Not intelligent”

“So dramatic”

When a negative stereotype about an outgroup member is triggered, it can undermine that person’s ability to fully participate.

The effect is more likely in an environment where the individual is the only one from the outgroup.
What causes threat?

- Awareness that people may endorse stereotypes
- Anticipating bias
- Witnessing differential treatment
- The environment suggests you do not belong

Grady & Edgar (2003); Abdou et al. (2010); Gonzalez et al. (2018)
What happens?
Our brain is focused on disproving our group’s negative reputation

- Heart rate increases
- Blood pressure rises
- Brain diverts cognitive resources away from task

Walter & Spencer (2009); Lewis & Sekaquaptewa (2016)
Reducing stereotype threat for clients

Create an identity-safe environment

Build trust that agents are allies
Mind Science Conclusion

- Identity Anxiety
- Implicit Bias
- Stereotype Threat
PRACTICE TIPS

- Use standardized procedures
- Allow the client to set the limits in the housing search
- Use objective information from third-party sources
- Offer a variety of choices and options
OPPORTUNITY AND SUCCESS
Surprised

Verified

Concerned

Challenged

Excited
THANK YOU!