

# SHOT

## short hit of training.

unconscious bias & how it might affect your interpersonal skills



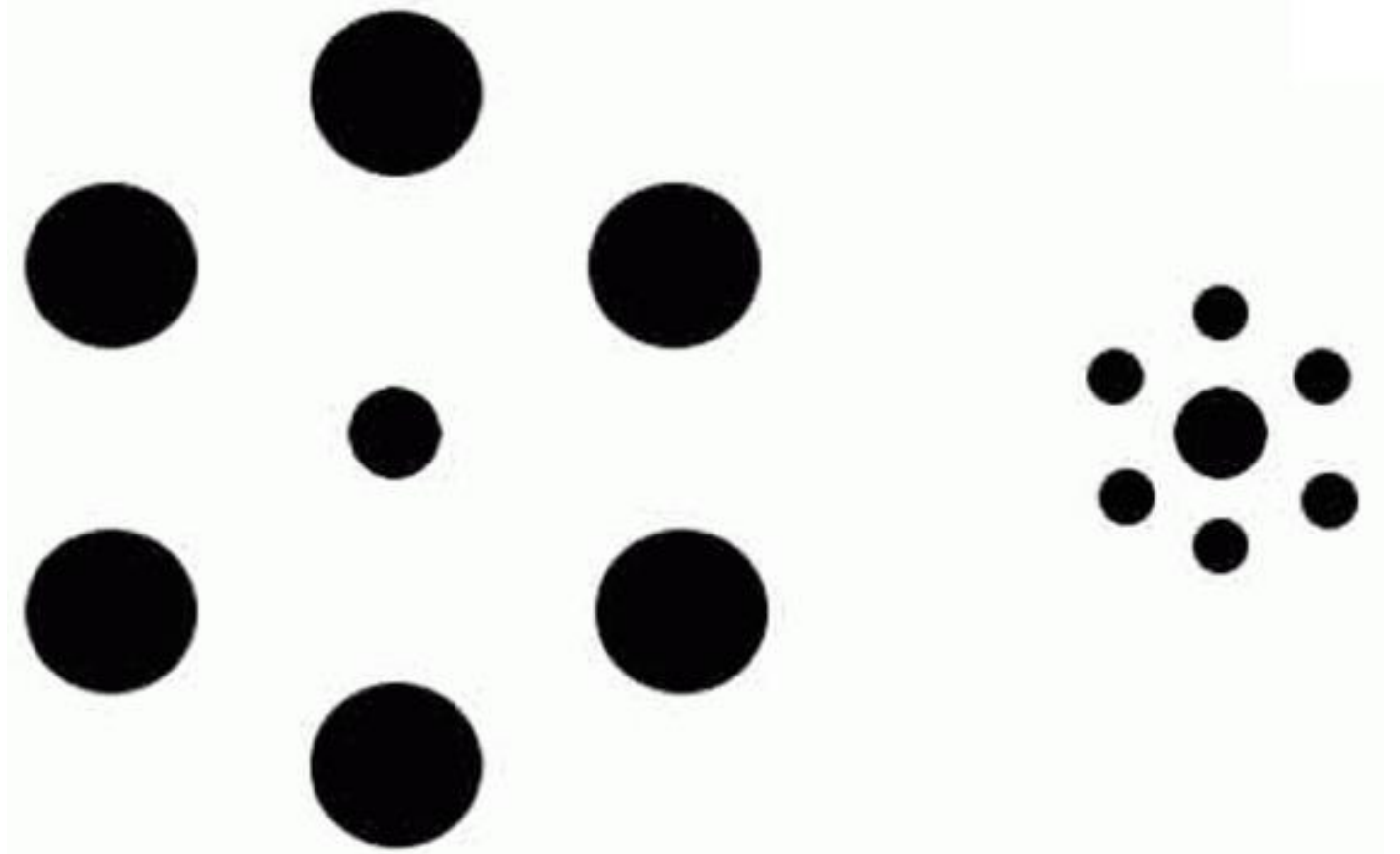
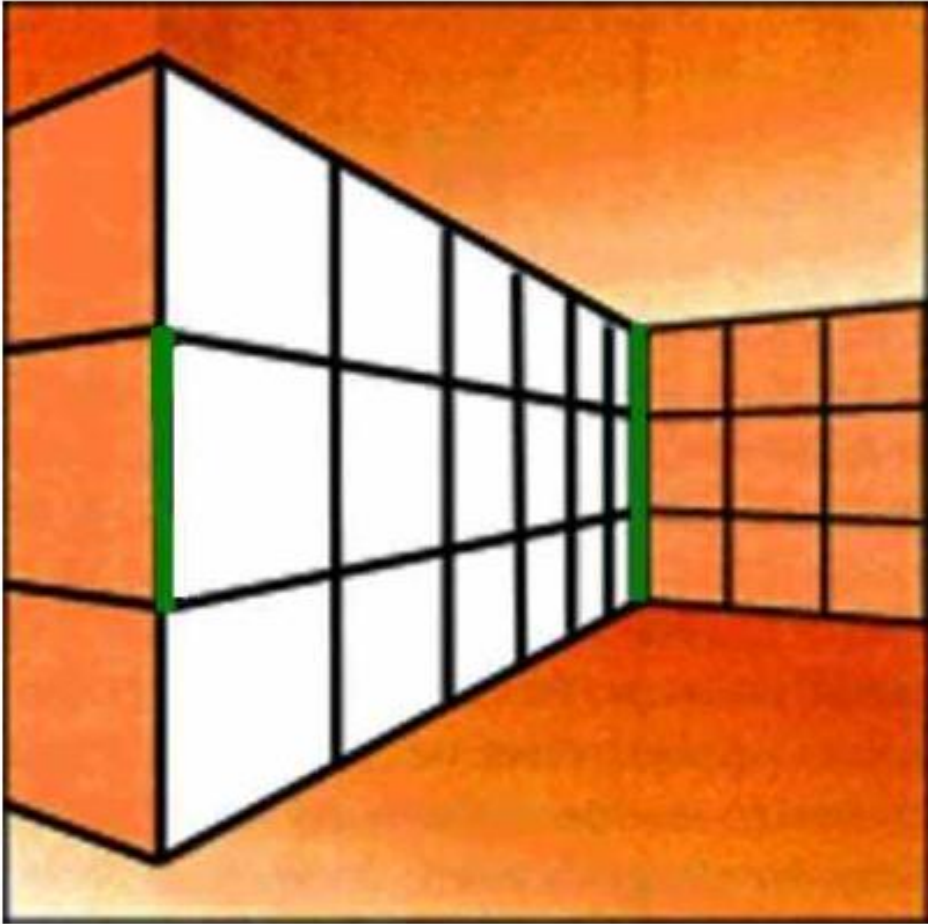
# key learning outcomes



- develop an enhanced appreciation of the nature of bias
- increase awareness of bias & its impact
- know where to source tools to detect bias at an individual level
- become familiar with techniques for managing & reducing unconscious bias.

## what will I take-away?

# which is bigger?



# what is bias?



# types of bias

Conformity Bias

Affinity Bias

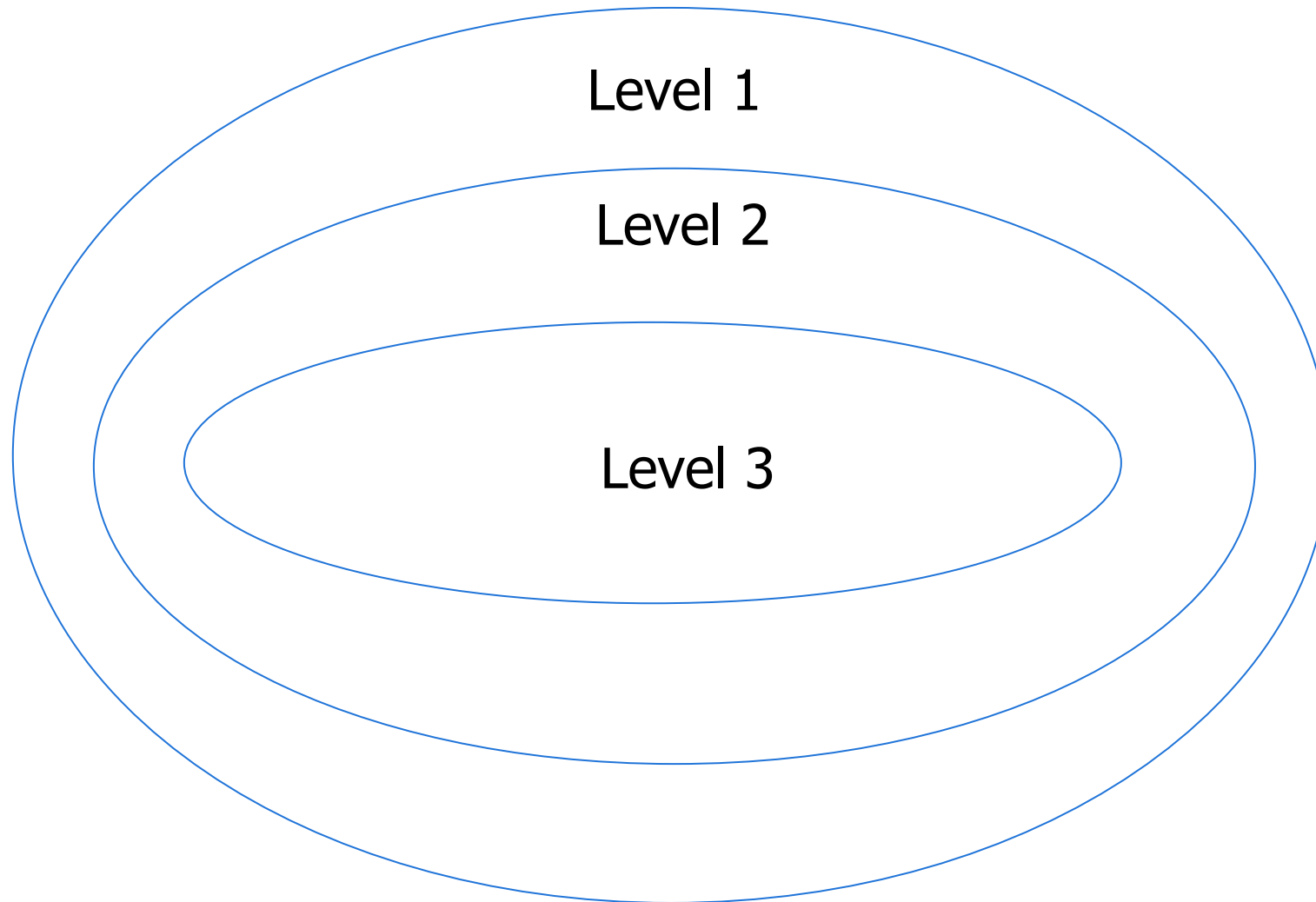
Halo Effect

Similarity Bias

Attribution Bias

Confirmation Bias

# trusted ten





# assumptions





Individual

Team

Organisation

# how to minimise bias

- the value of asking **questions**
- **address misunderstandings** & resolve disagreements - examine **strong reactions**
- aware of your **own bias**
- take **action** to reduce stressful situations
- **listen** fully
- ensure each person is **heard**
- build an **inclusive culture**
- **appreciate** each person's contribution.

# review & reflect

## what will you do?



# resources

how else can you flex your objection handling muscle?



randstad

human forward.

