

Disrupting Biases:

Constructing New Ways to Confront
Biases in the Workplace



This PowerPoint is interactive. Click on the red arrows to open and close the relevant content on the following pages.



Pre-Construction: IceBreaker



- Safety Guidelines
1. This is a safe space.
 2. People boundaries and feelings are respected.
 3. This is not the space to justify actions but to learn about others experiences.
 4. The activities are to be centered on the activity. It is not a time to debate or bring up additional topics.
 5. You may be uncomfortable at times but growth and change often feel uncomfortable.



Click on the buttons to make the text box appear and disappear. Then click next to move on. The supplementary material is the Personality Inventory. Participants will need approximately 5 minutes to complete.



Pre-Construction: IceBreaker



Directions

1. Take a few minutes to the complete the Personality Inventory handout. There are no right or wrong answers. Be honest and authentic.
2. Take a few minutes to find someone who shares the same personality attribute as you. Make sure you write down their name and what personality attribute you share in common in your "Notes" section.



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Pre-Construction: IceBreaker



Debrief Questions

Take a few minutes to reflect on these questions.

1. Which component(s) of your personal identity were harder to share out?
2. What were some things you had in common with others?
3. Were you surprised that you didn't have anything in common with some people?
4. What surprised you about the commonalities?

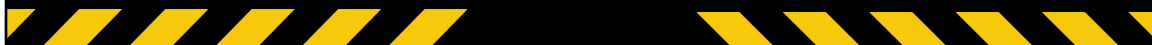


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01

Installing the Footing



VIDEO

When the video completes, ask for a few reactions to the video and how it relates to the organizations DEI Statement and Mission.



Construction Session #1





Social Identity Inventory

In this activity, Take a few minutes to the complete the My Social Identity Inventory handout. There are no right or wrong answers. Be honest and authentic. Only answer what you are comfortable answering.

Click on the button to make the text box appear and disappear. Then click next to move on. The supplementary material is the Social Identity Inventory. Give participants 5 minutes to complete it.

Activity Options

You can have participants chose the top 3 identities and rotate they areas that represent how people can belong to different groups. You can then have participants return and go thru the debriefing question as a large group.

B. You can have participants complete the handout at their seat and then have a group discussion around the debriefing questions.

UNDER CONSTRUCTION

Debrief →

Debrief Questions

1. What part of your identity do you think people first notice about you?
2. What part of your identity is least important to you?
3. For what part of your identity do you feel you face oppression for most often?
4. For what part of your identity do you feel you receive privilege for most often?
5. What part of your identity do you see having the most effect on your interactions with people you encounter in the workplace?
6. What part of others' identities do you most often see effecting their interactions with you in the workplace?
7. How does this tie into Biases that some people perpetuate and others experience?

Click on the button to make the text box appear and disappear. Then click next to move on. The supplementary material is the Social Identity Inventory. Give participants 5 minutes to complete it.

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Building Session Recap

Social identity groups are based on the physical, social, and mental characteristics of individuals. They are sometimes obvious and clear, sometimes not obvious and unclear, often self claimed and frequently ascribed by others. They can be used to perpetuate biased behaviors on others or why you may on the receiving end of biased behavior. How does bias affect people's self-concept?

The question at the end can be used to generate a quick discussion or as a rhetorical one to reflect on. Click next to continue.



02

Laying the Foundation

Click Next to Continue.

Deconstructing Biases



What are Biases? →

B

Bias can cause negative emotional reactions or responses to others. **Why?** Because biases affect how we react and interpret others actions and behaviors. This means we may be highly critical of one group and highly responsive to another, resulting in unfair medical and interpersonal treatment due to our biases.

I

A

Bias can influence the care and experiences of patients. **Why?** Because biases affect how we feel about patients and what we pay attention when caring for patients. This means patients go undiagnosed or experience discrimination.

S

Click on the buttons to make the text boxes appear and disappear. Then click next to move on.

Deconstructing Biases



How do biases influence our interactions?



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S

Bias influences:

What we notice about someone



We are more likely to notice and remember things that confirm our biases

How we interpret someone's behavior



We often encounter stereotypes about different groups. We must actively assess where our assumptions stem from to avoid judging people unfairly

How we verbally and non-verbally communicate



Biases influence our feelings about others. Our body language, and tone will convey this

Click on the buttons to make the text boxes appear and disappear. Then click next to move on.

Deconstructing Biases



How do biases influence our professional duties? →

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Biases are the common but flawed thinking processes influenced by past experiences and stereotypes; mental shortcuts that often operate outside our conscious awareness.

Biases can be conscious or unconscious.

- **Conscious Biases** are the an inaccurate prejudice against a person, group, or thing with our conscious awareness.
- **Unconscious Biases** are the implicit, hidden, or unintentional bias created outside our conscious awareness.

Click on the buttons to make the text boxes appear and disappear. Then click next to move on.



Click the button that best describes the set up of your training today.

Building Session #2

Let's Get Started



Directions

Take a few minutes to discuss in your small group. Only discuss the questions listed at the bottom. Please be respectful of all perspectives in this space.

Click on the buttons to make the text boxes appear and disappear.

Activity Options

A. Ask participants to form small groups. You can use the groups from earlier or create new small groups.

-Click "Let's get started" Review the content and pass out a Health Outcome to each small group.

- Click "Let's Get Engaged" review the content and give participants 2-3 minutes to review the outcome.
- -Click "Let's Debrief", leave the questions up while the participants work in small groups to complete the questions.

B. Ask participants to form small groups. You can use the groups from earlier or create new small groups. Click "Let's get started" Review the content and pass out all of the Health Outcome to each small group. Click "Let's Get Engaged" review the content and give participants 2-3 minutes to review the outcome. Click "Let's Debrief", leave the questions up while the participants work in small groups to complete the questions.

Conclusion Options

When groups have finished working,

A. Ask for a group(s) to volunteer to go over their data with the large group. The next slide will let you pick the Health Outcome you want to review as a large group.

B. Ask 2-3 participant to share what data they unpacked, summarize it in 1-2 sentences and state what they learned from unpacking the data.

Building Session #2



Activity

Take a few minutes to review the information you received. Identify which group member will take notes, and who will be the individual to represent group when called upon.



Click on the buttons to make the text boxes appear and disappear.

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Building Session #2



Debrief Questions

1. What population is being analyzed?
2. What trends do you see ?
3. Why do you think the data looks like this?
4. Could there be biases involved? If so, what do you think they may experiencing?
5. Based on this data, what experiences can we infer the population(s) have experienced when seeking healthcare?
6. Based on this data, how do you think these experiences will impact future interactions with healthcare professionals?
7. Why should healthcare professionals be mindful of these types of experiences? Why?



Click on the buttons to make the text boxes appear and disappear.

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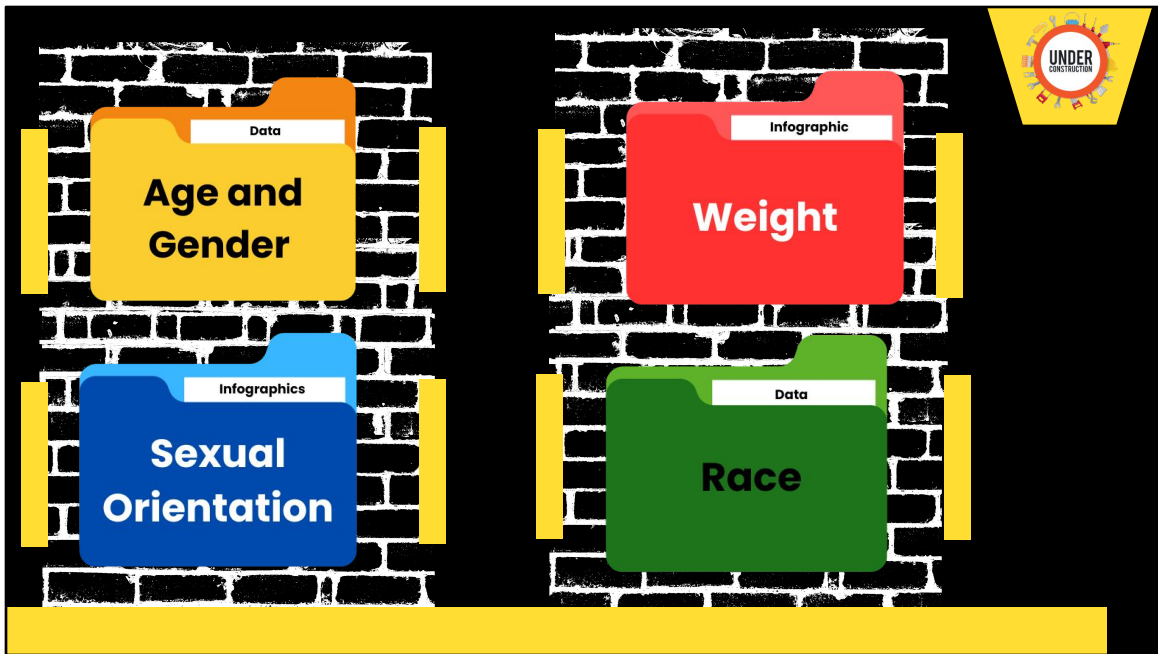
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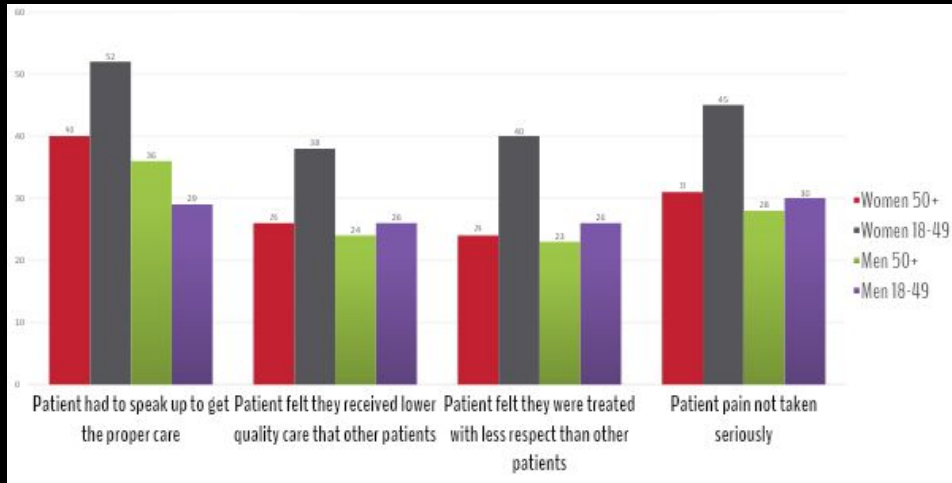
B. Ask 2-3 participant to share what data they unpacked, summarize it in 1-2 sentences and state what they learned from unpacking the data.



Choose the folder that represents the Health Outcomes to be discussed.

% of Black Americans Experiences with Healthcare Pew Research Center, 2021

Close



Click the Close box in the upper right corner to return to the health outcomes.

Construction Session Recap

Biases are impactful. As seen in this activity, biases impact the care and treatment people receive. This treatment impacts how or if people will engage with providers and team members. If people are hesitant or uncomfortable receiving medical attention or maintaining their health due to being on the receiving end of biases, how does this impact health outcomes?

The question at the end can be used to generate a quick discussion or as a rhetorical one to reflect on. Click next to continue.



03

Framing the Building







When the video completes, ask for a few reactions to the video after learning about Health Outcomes.



Click the button that best describes the set up of your training today.



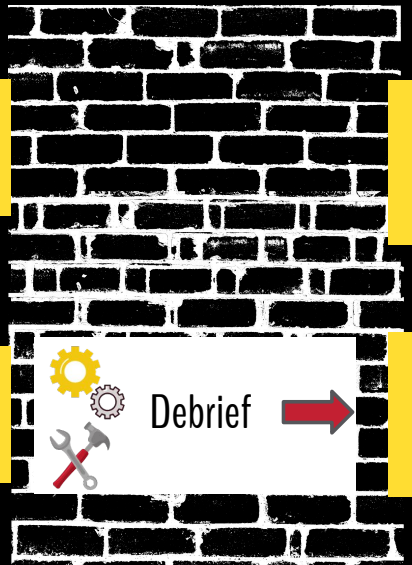
Activity →



Case Study

In this activity, you will be reading a patient experience reported to Carle Health during a recent visit. The identifying information has been removed. Please take this time to read the report and reflect. The trainer will inform when to move to the next step.

Click on the buttons to make the content appear and disappear. Then click next to move on. The supplementary material is the Carle Health's Patient Experience. Determine if you will chose which Patient Experience to review and inform the participants. Go over the activity content and give participants 2-3 minutes to review. Open the "Debrief" content and inform participants that these are the questions that you will be covering and they are on their paper. Click Next. The next slide will let you pick the Patient Experience you will be reviewing.



Directions: Discuss the following questions with your group.
Please be prepared to share your answers.

1. What were the events that led the patient to report the encounter?
2. Did the patient experience bias? If so, what type(s) and how did you make that determination. If not, explain.
3. What stereotypes and/or biases may have led to the healthcare provider's actions?
4. How may this experience impact the patient seeking healthcare in the future?
5. What was your reaction to this situation? What life experience(s) contributed to that reaction?

Click on the buttons to make the content appear and disappear. Then click next to move on. The supplementary material is the Carle Health's Patient Experience. Determine if you will chose which Patient Experience to review and inform the participants. Go over the activity content and give participants 2-3 minutes to review. Open the "Debrief" content and inform participants that these are the questions that you will be covering and they are on their paper. Click Next. The next slide will let you pick the Patient Experience you will be reviewing.

Construction Session #3 Recap

Biases impact individuals daily. These experiences do not help support positive health outcomes in our communities. How can we support healthy communities, by addressing biases in care?

The question at the end can be used to generate a quick discussion or as a rhetorical one to reflect on. Click next to continue.

Training Recap

What we constructed:

- An understanding that we all have personal traits, that contribute to the development of our social identities, that can lead to us experiencing or perpetuating biased behavior
- Knowledge of what are biases, how they influence our interactions with other and professional duties
- An understanding that biased behavior negatively impacts patients and contribute to negative experiences with healthcare providers that lead to negative health outcomes