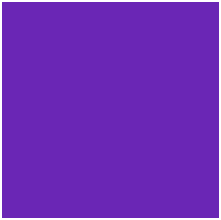
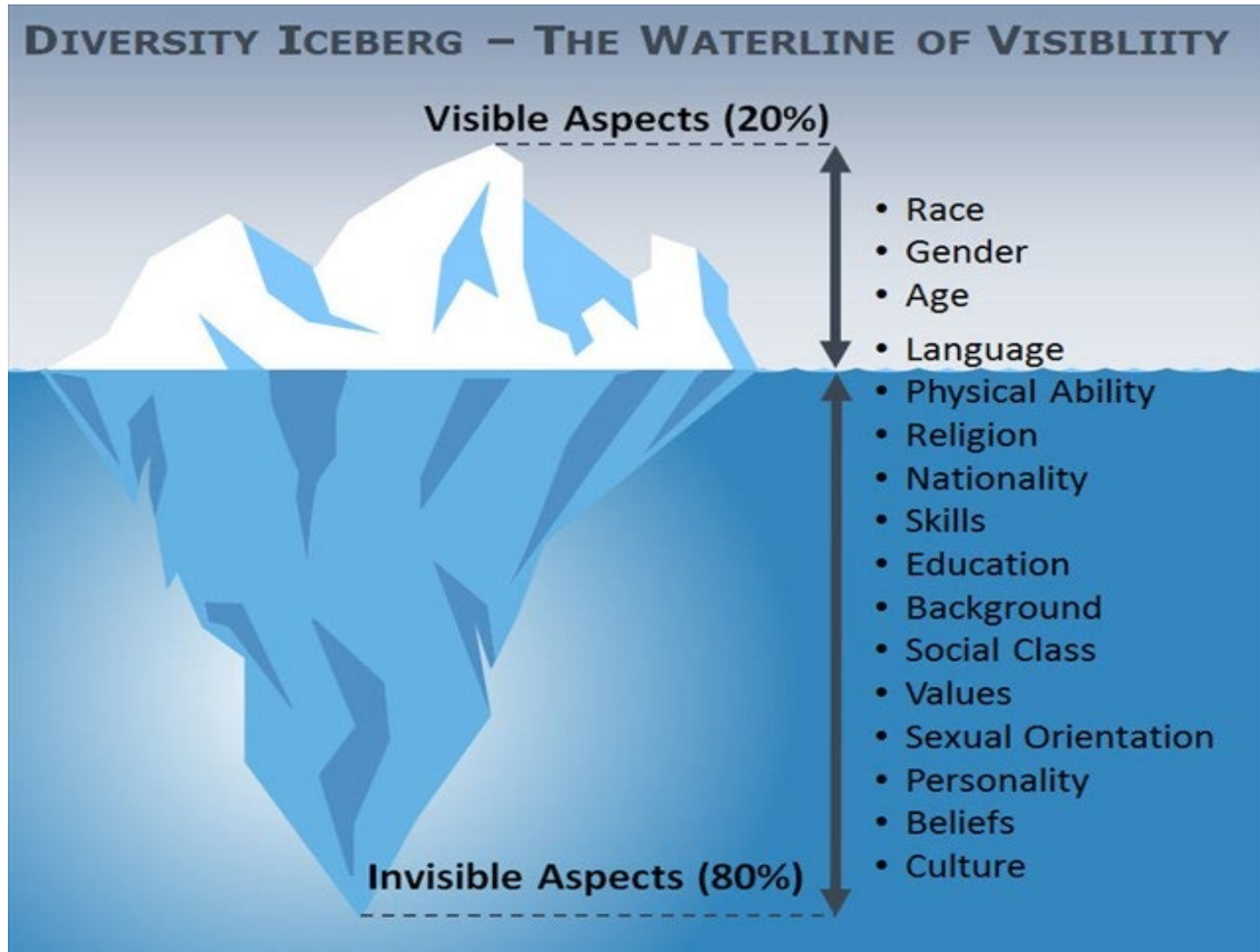


# Diversity, Inclusion & Bias?

**Culture**  
is key



Encompass Health **This is who we are.**





When you hear the words

**UNCONCIOUS BIAS**

what words or phrases come to mind?

We define unconscious bias as...

“The preferences, attitudes and beliefs that can affect our understanding, actions and decisions in ways we often don't realize.”



Flawless patient files are the result of years of faithful organization combined with the experience of years.



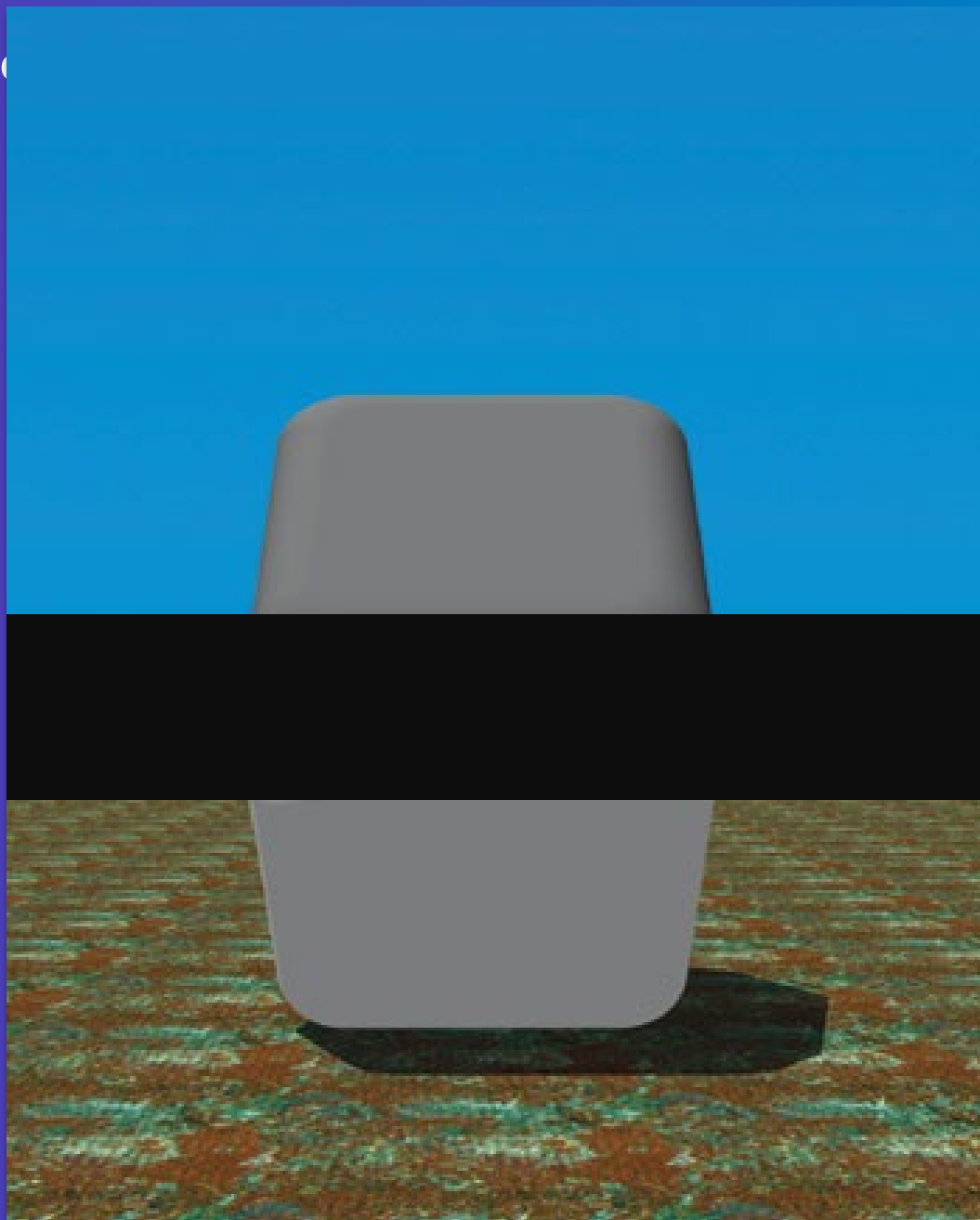
THERE ARE 7!

Flawless patient files are the result of years of faithful organization combined with the experience of years.









**FACT:** UNCONSCIOUS BIAS SURROUNDS US.  
ACCORDING TO A VARIETY OF STUDIES:

- PATIENTS IN HOSPITALS CAN BE TREATED LESS PROMPTLY AND EFFECTIVELY BASED ON THEIR RACE
- MANAGERS ARE MORE LIKELY TO HIRE AND PROMOTE MEMBERS OF THEIR OWN IN-GROUP
- REFEREES IN BASKETBALL MIGHT BE MORE LIKELY TO SUBTLY FAVOR PLAYERS WITH WHOM THEY SHARE A RACIAL IDENTITY

SOURCE: [WWW.AMERICANSFORAMERICANVALUES.ORG](http://WWW.AMERICANSFORAMERICANVALUES.ORG)



# Common Forms of Unconscious Bias

# Confirmation Bias

*Occurs when people look for or only see information that supports their bias or stereotype.*

- Discounting ideas from an “out group” to confirm bias towards that group causing us to view incorrectly or misremember facts
- Can be conscious when we need facts to prove desired outcome, so we hunt for details to support our ideas



**Possible Solution:** Seek out perspectives and information that challenges the way you think.

# Groupthink Bias

*Occurs when people agree with the consensus to fit in with the group.*

- People have the desire to be accepted, so the consensus does not need to be true to induce groupthink bias
- When we are excluded, parts of the brain that interpret pain are active
- **Symptoms** - rationalization, peer pressure, complacency, moral high ground, stereotyping, censorship, and illusion of unanimity



**Possible Solution:** Nurture an environment that is inclusive of everyone's views.

# Halo Effect Bias

*Occurs when one characteristic outshines other characteristics thus affecting our perception when considering additional traits.*

- Causes blindness to shortcomings
- Results in a higher assessment than what is deserved
- The overall impression of a person ("He is nice!") is generalized to specific traits ("He is also smart!")



**Possible Solution:** Consider how your overall impressions influence your perspective of other characteristics.

# Horns Effect Bias

*Occurs when one person is judged negatively on one aspect, and therefore, is automatically judged negatively on several other aspects.*

- Arises without evidence
- Differing opinions are misidentified as incorrect
- Results in a lower assessment than what is deserved



**Possible Solution:** Evaluate every decision on its own merits.



# Ingroup Bias

*Occurs when people tend to associate with others like themselves.*

- Causes us to overvalue our immediate group at the expense of the “out group”
- Results in giving preferential treatment to perceived members of the “in group” and excluding members of the “out group”



**Possible Solution:** Look for commonalities between opposing groups.

# Projection Bias

*Occurs when people assume that others think the same way they do.*

- We assume that others' preferences are concrete and will remain the same over time
- Concludes that a consensus exists when there may be none
- Assuming that your way of thinking is typical of most people, and therefore, others will come to the same conclusion as you



**Possible Solution:** Look for strong reactions in people - positive or negative. When you find a reaction, consider commonalities of which you may not be aware.

# Rush-to-Solve Bias

*Occurs when limitations cause people to hurry into decisions.*

- Leads people to choose familiarity but not necessarily the correct decision
- When rushed, you are more likely to fall prey to other biases
- Diminishes the quality of judgement
- Time is money, but fixing problems caused by bias costs more



**Possible Solution:** Take a moment to visualize before acting.

# Solutions to Avoid Unconscious Bias

- Be skeptical in your decision-making
- Ask self-reflecting questions
- Be open to differing ideas
- Take a moment to visualize decisions before acting
- Evaluate every situation on its own merits
- Put yourself in the place of an “out group” member



***Being aware that we all have unconscious bias is key!***



Each of us needs  
**TRAINING**  
&  
**PRACTICAL  
METHODS**



**REPEAT THE FOLLOWING WORD.  
THEN ANSWER MY QUESTION.**





# SILK

(REPEAT 5 TIMES)



**WHAT  
DO  
MOTHER  
COWS  
DRINK?**



# What You can Do ...

- Be aware of your own Bias and the potential bias in others
- Raise awareness and educate others about inclusion and diversity
- Promote fairness and equality
- Encourage the best in others and help them fulfill their potential
- Embrace the meaning of inclusion and diversity through positive interactions
- Leverage differences to create a more productive workplace
- LISTEN with empathy and be nonjudgmental
- TALK and engage openly and honestly
- LEARN from others; be respectful of other's differences of opinions and perspectives



QUESTIONS?

# Thank you...

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