

Unconscious Bias and Inclusion

Course Overview

The brain is naturally inclined to make generalizations ... some true, some false, some good, some bad. When generalizations might result in stereotypes and biases, we instead have the power to self-regulate to foster more positive connections, allowing individuals to communicate confidently with one another.

This course uses positive psychology and relevant research to teach learners how unconscious biases form and what to do when they have an unconscious bias or are a target of someone else's unconscious bias. Learners will go through interactive exercises to explore course concepts and leave the course empowered to demonstrate inclusive behaviors and contribute to inclusive work cultures.

Module 1

Reconsidering Certainty and Doubt

Learn how to use doubt to question your own certainty and things that are taken as common sense.

- Describe the role of certainty in your life and how you feel when something you were certain of is shown to be wrong
- Explain the value of using doubt to discover what you can actually be sure is true
- Summarize how relying too much on common sense can lead to errors in thinking

Module 2

Confirmation Bias

While we all see the world the way we want to, knowing about confirmation bias keeps us from making the mistake of ignoring the world as it is.

- Explain what confirmation bias is and the role it plays in your personal life and work life
- Identify what cognitive dissonance is and how it makes you feel
- Summarize how confirmation bias can turn into a self-fulfilling prophecy

Module 3

Schemas and Heuristics

Discover how the way we see the world affects our behaviors and decisions.

- Explain how you use schemas to assimilate and accommodate new information and deal with the unknown
- Discuss how heuristics take the place of good decision making when we rely on automatic thinking
- Describe how availability and familiarity heuristics often lead to poor decision making when dealing with complicated problems, situations and experiences

Module 4

The Power We Have

Using the ability of the executive function, it is possible to overcome automatic thinking, including biases.

- Explain the power of the executive functions in your brain and how they make it possible to overcome automatic or biased thinking
- Describe how the executive functions in your brain allow you to imagine your way out of complex and seemingly intractable problems and situations
- Describe how the executive functions in your brain are related to freedom of thought and action and how that freedom makes it possible to adapt to situations and change as needed

Module 5

Stereotypes and Implicit Bias

Examine the relationship between stereotypes, implicit bias and unconscious bias and how to deal with implicit bias.

- Describe explicit and implicit stereotypes and how they relate to biased behavior
- Explain strategies for dealing with situations where you feel you've been the target of implicit bias
- Explain strategies for dealing with implicit stereotypes

Module 6

The Value of Inclusion

Understand the moral and logical justifications for inclusion and the insight of historical leaders on the power of inclusivity.

- Identify what inclusion means, distinguishing between inclusion and diversity
- Summarize the moral case for inclusion that involves empathy and others-centered thinking
- Summarize the logical case for inclusion by considering the costs and benefits associated with inclusive and exclusive thinking