

NOTE: Please print a copy of this handout prior to the session!

Unconscious Bias and Uncomfortable Conversations

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Unconscious Bias Defined

Attitudes, preferences, & stereotypes that affect our **thinking** and **behavior** in ways that are invisible to us.

2 Types of Unconscious Bias

1. Affinity Bias

The human tendency to gravitate toward those we perceive to be most like ourselves and therefore, away from those we perceive to be less like ourselves. We do this to remain in our “comfort zone”.

Sample Negative Impact: RECRUITMENT and SELECTION

2. Confirmation Bias

The human tendency to see what we EXPECT to see in others, whether it is actually there or not. In other words, we “confirm” what we expect to see.

Sample Negative Impact: SELECTION and EVALUATION

Managing Uncomfortable Conversations

1. Understand the impact of **emotional noise**.

- a. Internal
- b. External
- c. Emotional
- d. Cultural

2. Choose the right **time** and **place**.

3. Start with an **end** in mind.

4. Keep it relatively **short**.
5. Use active **listening**.
“Sounds **like...**”
“What I hear you **saying is...**”
6. Give effective, structured **feedback**.
7. Be aware of your **mindset**.

<p>The Feedback Model</p> <p>“I have observed _____.”</p> <p>“I feel _____.”</p> <p>“Because _____.”</p> <p>“How can we address this problem?”</p>
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Identify 1 step you will take to manage uncomfortable conversations more effectively:

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Dr. Tyrone Holmes is a professional speaker, consultant and author who has spent nearly three decades teaching thousands of people to build powerful relationships in diverse settings. He has facilitated over 1,500 live and virtual presentations that have taught participants to reduce the “noise” in their lives, to effectively communicate their messages, to connect with diverse audiences and groups, and to reduce the negative impact of unconscious bias. Dr. Holmes served as a full-time faculty member at Eastern Michigan University in the Department of Leadership and Counseling, and at Wayne State University in the Department of Theoretical and Behavioral Foundations. He is also a Past President of the Arizona Chapter of the National Speakers Association. Dr. Holmes has earned the designation of eSpeakers Certified Virtual Presenter, Certified Virtual Host and most recently, Certified Virtual Master Presenter.