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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.

Microaggressions

Short, common statements or questions that send **derogatory** messages to certain individuals because of their **group** membership. They can be **intentional** or **unintentional**.

Microaggression Examples

1. "Nurse, can you find me a doctor?" to a **female** doctor. ISSUE: **Gender** bias.
2. "So, what are you?" to a **racial/ethnic** minority. ISSUE: Need to **categorize**.
3. "You're not like other _____ people I've met!"
to an **underrepresented** group member. ISSUE: Don't fit a **stereotype**.

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**.

Identify 1 step you will take to manage uncomfortable conversations more effectively:

The Feedback Model

“I have observed _____.”

“I feel _____,”

“Because _____.”

“How can we address this problem?”

Dr. Tyrone A. Holmes, Ed.D.

Dr. Tyrone Holmes is a professional speaker, consultant and coach who has spent more than two 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.