



WHAT DO I SAY? CONVERSATIONS REGARDING IMPLICIT BIAS AND STEREOTYPES

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WHAT IS A SOCIAL GROUP?

- According to Wikipedia, in the social sciences, a social group can be defined as two or more people who interact with one another, share similar characteristics, and collectively have a sense of unity.

WHAT ARE STEREOTYPES?

- In social psychology, a stereotype is a generalized belief about a particular category of people.

WHAT IS STEREOTYPE THREAT?

- Stereotype threat is the fear of confirming in oneself a negative stereotype by performing poorly on a difficult task or in something that is self-evaluative.



LET'S TALK ABOUT HOW TO REDUCE
STEREOTYPE THREAT

WHAT NOT TO SAY OR DO?

- Don't point out a stereotype.
- Don't make jokes about stereotype threat.
- Don't talk negatively about any social group.
- Don't say something that makes a person's social group salient.
- Don't tell an employee that performance on a task reflects on their intelligence or skills.

WHAT TO SAY AND DO

- Talk about stereotypes and stereotype threat through training sessions.
- Talk about difficult projects and how people are doing with them; the good and the bad. Model this behavior with your team. When you share your struggles, team members don't feel alone.
- Remove stereotypical atmospheres from the environment.
- Use constructive criticism.
- Make sure there is critical mass on projects, if possible.

HOW TO GIVE CONSTRUCTIVE CRITICISM

- Check your emotions and be respectful.
- Start with something good that they do, but don't overdo it.
- Don't make it personal.
- Be specific and focus on the behavior.
- Ensure you're on the same page.
- Keep it positive, focusing on the opportunity for improvement.
- Make it a dialogue.
- Offer solutions or work out a solution with the employee.

How to Give Constructive Criticism in the Workplace by By Kat Boogaard, May 1, 2020. <https://www.wrike.com/blog/how-to-give-constructive-criticism/>

15 Ways To Offer Truly Constructive Feedback. Forbes. Jun 19, 2017. <https://www.forbes.com/sites/forbescoachescouncil/2017/06/19/15-ways-to-offer-truly-constructive-feedback/?sh=132c66996e9b>

MOTIVATION EXAMPLE

- An employee has not been as involved in projects as they were previously.
- *You are usually always proactive in the projects you take on, but I've noticed that you have taken more of a backseat in the last few projects. Has something changed over the last few months? Perhaps we could discuss future projects that you would be more passionate about. The next few projects coming up would have even better results if you used your creative thinking. How about we have lunch together tomorrow to talk about what you are personally interested in working on. We can also discuss what role you want to take on in the project teams. Perhaps it is time for a new challenge.*

TIME MANAGEMENT EXAMPLE

- **Not helpful:** “You’re always turning things in late, and your priorities are a mess! You’re wasting time at work, and it’s hurting everyone else.”
- **Helpful:** “Thanks so much for the app design you completed last week—it was fantastic, as usual! I do have one concern, though: It sometimes feels like you get so zoned in on a single project that you let other, more important, ones fall by the wayside. I know you get really enthusiastic about everything you do, but sometimes, we need you to move on from one project and start another one so we don’t miss deadlines. When we miss one deadline, it causes other teams to miss theirs too. How about next time, when you’re not sure if the project is ready to ship, you ask me, and I can give you feedback? That way, you can have an objective outside party judge the work you’ve done.”

6 constructive criticism examples (with tips for easy delivery).

<https://www.fingerprintforsuccess.com/blog/constructive-criticism-examples#toc-section-3>

YOUR TURN

- We will break up into groups of 3.
- One is the employee, one is the employer, and one is the observer to give input after the role playing.
- Scenario: A normally pleasant employee spoke disrespectfully to a student.

YOUR TURN

- We will break up into groups of 3.
- One is the project lead, one is a colleague or supervisor, and one is the observer to give input after the role playing.
- Scenario: A project lead in your department has only put one Hispanic person on a project team and there are 4 in the department.

WHAT IS BIAS?

- According to the Cambridge Dictionary, bias is the action of supporting or opposing a particular person or thing in an unfair way, because of allowing personal opinions to influence your judgment.

WHAT IS IMPLICIT BIAS?

- According to Dictionary.com implicit bias is bias that results from the tendency to process information based on unconscious associations and feelings, even when these are contrary to one's conscious or declared beliefs.
- Examples
 - A client assumes you are in a subordinate role because of your age.
 - A prospective customer only makes eye contact with your white colleague.
 - A coworker calls you "angry" while your equally assertive male counterpart gets labeled "strong."

HOW TO REDUCE IMPLICIT BIAS

- Talk about it. It may not stop it, but at least you are more aware.
- Take time to think before making a decision (May or may not work)
- Discretion Elimination: Create predetermined criteria for decision-making and follow them in every case. That way bias cannot come into play.
- Examples:
 - Remove names from resumes.
 - Do blind interviews.
 - Create evaluation and hiring rubrics with very specific levels.

WHAT NOT TO SAY OR DO?

- Don't name, shame, or blame someone who displays bias. It makes them defensive.
- Don't fight facts with facts.

WHAT TO SAY AND DO

- Understand the environment. Are people comfortable with discussions of this nature? If not, then administration needs to work on changing that environment. Training on how to be open to conversations of that type and how to have them.
- When someone makes a biased comment:
 - Ask them for specifics. “What did that person do or say to make you think that about them?”
 - Ask them how they came to the position they have.
- Use it as a teaching opportunity.
- Describe the bias without attacking the person.
- Use your shared values as a starting place.

How to confront bias without alienating people. <https://www.fastcompany.com/90333864/how-to-confront-bias-without-alienating-people>

WHAT TO SAY AND DO

- Find the critical moments when it can happen and put in place training and conversations to avoid it; for example job searches, life changes, daily work environment.
- Look for patterns, so that when you discuss it with a repeat offender you have multiple examples.
- Help them understand the cumulative nature.
- Describe what really happened, not your take on it, then describe your take on it, then invite conversation.
- Keep it a safe conversation. If there is defensiveness, little or nothing will be accomplished.
- “I don’t think you realize how that came across...”

YOUR TURN

- We will break up into groups of 3.
- One is the offender, one is the offended, and one is the observer to give input after the role playing.
- Scenario: You are pregnant, and when you tell your boss, he says “That’s the last time I hire a woman!”

YOUR TURN

- We will break up into groups of 3.
- One is the offender, one is the offended, and one is the observer to give input after the role playing.
- Scenario: You are White. You notice that your colleague only looks at the White colleagues when talking in meetings and not the Black ones.



THANK YOU

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