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Inclusion not Exclusion

The power of unconscious bias

Tali Shlomo
People Engagement Director





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***‘We can’t solve
problems by using the
same kind of thinking we
used when we created
them’.***

Albert Einstein



Unconscious bias

What is **Affinity Bias**?

- Based on a sense of personal connection to the other person.

What is **Confirmatory Bias**?

- Confirms my pre-existing perception, stereotype or image.

What is **Systemic Bias**?

- When bias is embedded into processes and systems creating unintended outcomes.



In groups

Take a pack of cards and enjoy the conversation



People with disabilities

- A disability is a health condition that has a substantial and long term (12 months+) impact on an individual's ability to undertake every day activities. This can refer to an individual's functioning, including physical, sensory, cognitive and intellectual impairments, and mental illness.

Is it easy to see someone's Disability. Will it always be visible

Learning statement/outcome:

- Identify barriers that people with disabilities face and how good practice can make a positive difference. Seek consent to share a disclosure of a disability and any resulting arrangements that may be agreed to assist a person with a disability?



Gender

- Unconscious bias refers to a form of bias that happens outside of our control, triggered by our brain making quick judgments and assessments of people and situations. Unconscious bias is primarily influenced by our background, cultural environment and personal experiences. Sometimes we can jump to conclusions, for example, based on whether someone is a man or a woman

How would you feel if someone made an assumption about your gender and it influenced the way they engaged with you? Learning statement/outcome:

- Unconscious bias at work can influence decisions in recruitment, promotion, staff development, recognition and our relationships at work which can lead to a less inclusive working environment. It is important that we recognise our own biases and how we can apply them positively to create an inclusive place for all.



Sexual orientation

- Sexual orientation is defined as an often-enduring pattern of emotional, romantic and/or sexual attractions of men to women or women to men (heterosexual), of women to women or men to men (homosexual), or by men or women to both sexes (bisexual). It also refers to an individual's sense of personal and social identity based on those attractions, related behaviours and membership in a community of others who share those attractions and behaviours.

Should someone's sexual orientation have any bearing on their job or how their colleagues behave towards them? Learning statement/outcome:

- Connect with people within the lesbian, gay or bisexual (LGB) community and recognise them for their contributions to the workplace



Transgender people

- Transgender is an umbrella term referring to people whose gender identity differs from the social expectations for the biological sex identified at birth.

It can be difficult for people who are not transgender to imagine what being transgender feels like. Imagine what it would be like if the gender that others identified you as was not the one you felt yourself to be?

- Identify barriers and challenges transgender and gender nonconforming people face and reflect on ways to make them feel welcomed and included.



Mental Health

- Mental health is the mental and emotional state in which we feel able to cope with the normal stresses of everyday life. Mental ill-health can range from feeling 'a bit down' to common disorders such as anxiety, depression and, in limited cases, to severe mental illnesses such as bipolar disorder or schizophrenia

What would you do to help a work colleague affected by stress, anxiety or depression? How would you know that they were potentially affected?

- Take the time to understand how mental health problems affect, and are affected by, work and how we can best support people with mental ill health



Different generations

- Today's workforce is decidedly multi-generational. It is comprised of five generations – Maturists, Baby Boomers,
- Generation X, Generation Y (or Millennials), and a smattering of Generation Z – whose life experiences have left indelible marks on their values and work preferences.

Imagine if you were overlooked for an opportunity because someone made an assumption about your suitability based purely on when you were born?

- It's important to understand that generational differences will influence the actual and perceived behaviours of each generational group. Understanding some of the wants and desires of each group, as well as your own unconscious bias, will help you develop strategies to maintain the right balance and the right approach.



Carers

- A carer is anyone who provides unpaid care, for a friend or family member who, due to illness, disability, mental ill health or an addiction, cannot cope without their support

Do you think it would be fair if someone was excluded from an opportunity because they care for an elderly relative outside of their normal working day?

- Understanding the experiences of carers allows you to appreciate the various skills, qualities, and attributes that carers have and how these can benefit our workplace. An awareness of the factors that may help or hinder carers who are working, and how we can best support them, is also important.



People with minority ethnic backgrounds

- Black and Minority Ethnic (BME) or Black, Asian and Minority Ethnic (BAME) is terminology often used to indicate
- people of non-white descent. However, the UK is home to people from a wide range of ethnic backgrounds,
- including a number of white minority ethnic groups.

How would you feel if your cultural customs and values were disregarded and ignored?

- People come from a broad range of backgrounds and may have different customs and values. We should be sensitive and respectful towards such differences and understand what constitutes acceptable and unacceptable behaviours and terminology. Certain words have the potential to cause offence, we need to avoid situations where a 'joke' or banter causes offence or upset. From a business perspective, understanding what matters to people outside your own cultural background will help you do business better.



The invisible example of unconscious bias

- My bias is my strength
- Learn
- Respond
- Connect



Diversity and inclusion - why bother?



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49% of FS CEOs say it enhances customer satisfaction
50% of FS CEOs say it improves innovation

PwC 18th annual Global Survey

Diverse companies are 70% more likely to succeed in new markets

Innovation, Diversity and Market Growth report 2013

Employees in diverse companies collaborate 57% more effectively with peers

CEB Driving retention and performance through engagement VA 2008

Teams with high level of D&I outperform peers by 80%

Deloitte 2013





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Thank you

