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PHOENIX TS

UNCONSCIOUS BIAS

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

In this 1-day, instructor led course students will be introduced to the ideas and techniques for defining and understanding different unconscious biases. It will show the effects that these biases have on the culture and the business practices of a company. The course will also cover the steps to introduce a successful unconscious bias training program in your organization. At the end of this course, participants will be able to

- Define various types of unconscious biases.
- Identify where these biases come from and how they are engrained in our decision making.
- Successfully confront unconscious bias individually.
- Identify the steps for handling an unconscious bias-based complaint at work
- Identify the effects of unconscious biases in the workplace.
- Exhibit how to implement an unconscious bias-based training in the workplace.

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment

Module Two: What is Unconscious Bias?

- Definition
- How Does it Work?
- Triggers
- Impact
- Practical Illustration
- Review Questions

Module Three: Types of Unconscious Bias (I)

- Affinity Bias
- Halo Effect
- Attribution Bias
- Confirmation Bias
- Practical Illustration
- Review Questions

Module Four: Types of Unconscious Bias (II)

- Horns Effect
- Contrast Effect
- Beauty Bias
- Height Bias
- Practical Illustration
- Review Questions

Module Five: Types of Unconscious Bias (III)

- Conformity Bias
- Gender Bias
- Name Bias
- Ageism Bias
- Practical Illustration
- Review Questions

Module Six: Effects on Company

- Recruitment
- Opinion
- Employee Turnover & Low Morale
- Reputation
- Practical Illustration
- Review Questions

Module Seven: Mitigating Unconscious Bias

- Set Expectations
- Get Feedback
- Encourage Participation
- Train Employees
- Practical Illustration
- Review Questions

Module Eight: Training

- What to Include?
- Who Should Be Trained?
- How to Conduct?
- Check for Understanding
- Practical Illustration
- Review Questions

Module Nine: Promote Inclusion

- Educate
- Celebrate Differences
- Listen to Employees
- Fortify Anti-Discrimination Policies
- Practical Illustration
- Review Questions

Module Ten: Benefits

- Workplace Culture
- Ethical
- Financial
- Legal
- Practical Illustration
- Review Question

Module Eleven: Handling Complaints

- Gather Information
- Evaluate Credibility of the Complaint
- Interview Those Involved
- Take Action Against Offender
- Practical Illustration
- Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

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GSA ★



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