



# DBA TRAINING SOLUTIONS

BUILDING RELATIONSHIPS. STRENGTHENING COMMUNITIES.

## Implicit Bias - Key Concepts In Group / Out Group

We have a tendency to place undue emphasis on *one's character* to explain negative behavior of a member of our "Out Group", while blaming *situational factors* for the same behavior of a member of our "In Group".

**Example** – When someone in another work unit misses a deadline it's because they are "lazy". When someone in our own work unit misses a deadline, it's because they are "over-tasked" or are having a bad day.

### Priming

When we are exposed to the same ideas, words, or concepts over and over again, we are PRIMED to see that thing as normal. *We can be primed by what we see on TV, in movies, from family, friends, and in school.*

**Example** – Nightly news reports prime us by routinely painting black men as criminals, police officers as racist, etc.

### Traps

Situations triggering mental reactions that influence behavior. *These behaviors are unrelated to conscious intentions.*

#### Fast Traps

A **FAST TRAP** occurs when our brain takes a shortcut to make a decision and it's wrong.

In a **FAST TRAP** our brain makes a quick decision based upon stereotypes that exist in the world, rather than actual facts presented to us.

**Example** – A parent takes their ill child to the hospital. A female in scrubs enters the exam room and the parent immediately asks "Nurse, when can we speak with a doctor?" The female replies "I am the doctor."

#### **FAST TRAP – CONTRIBUTING FACTORS**

Tired – Stressed – Multitasking – Novice – Bad Mood

#### Slow Traps

A **SLOW TRAP** develops when the following factors are present:

1. An individual strongly identifies with a group.
2. The individual feels as though they are being evaluated as the result of that particular identity.
3. The individual behaves in a manner incongruent with their values in order to manage the situation.

**Example** – A female CEO attends a conference with her male assistant. The conference is largely attended by male executives. Worried that she will be mistaken for the assistant, she immediately hands out her business card and introduces herself as "the boss," which is very out-of-character for her.

### Defusing Traps

1. BE AWARE of your own biases.
2. SLOW DOWN – Reduce the situational factors.
3. DON'T STEREOTYPE – Ask yourself why you see someone a certain way.
4. SEE THE INDIVIDUAL – Don't paint people with a broad brush.
5. BE INTENTIONAL – Make personal connections with those not in your inner circle.