

TEAM DISCUSSION GUIDE

CONFRONTING IMPLICIT BIAS



Orient Your Team

Use these points to quickly set the context for the conversation. Provide the handout.

- Welcome! Today we are going to continue our conversation on Implicit Bias and discuss how we can reduce implicit bias in our workplace.
- Together we'll walk through strategies to confront implicit bias within ourselves and how we can help others become aware of their biases.



Make the Connection

Use these points to help identify and connect the importance of this topic to your team and reinforce the goal of the session.

- This topic is important to our team because:
 - Implicit Bias has a direct impact on patient outcomes and experience, as well as our experience as employees of our organization.
 - We are committed to building awareness about implicit bias and taking steps to mitigate it for our patients and employees.



Ignite the Conversation

Use the questions and key points to start an authentic dialogue with your team.

Questions to Start the Conversation:

Key Points to Reinforce:

1.	Follow-up since discussion on the types of implicit bias. Since our last discussion on implicit bias, what types of implicit bias have you seen? [without pointing fingers or using names]	»	<ul style="list-style-type: none">• Do: Share a situation where you have noticed Implicit Bias recently.• Reinforce: <i>Implicit bias is an unconscious belief that can be related to race, gender, sexual orientation, ethnicity, age, weight, socioeconomic status, or job position. We all have implicit biases. They can have a significant negative impact on health outcomes & employee engagement.</i>
2.	Now that we know what implicit bias is, how do we confront our own biases? Does anyone have any suggestions for how to prevent personal implicit biases from showing up in our work?	»	<ul style="list-style-type: none">• Do: Have the team take turns reading strategies for “Confronting Implicit Bias in Yourself” on the handout.• Reinforce: <i>Actions can be taken in identifying and assessing bias, along with how we choose to behave, to mitigate our biases. These can be done during an interaction or over time.</i>
3.	What do we do when we see Implicit Bias being expressed by others? Can anyone share what they would do if they saw implicit bias being expressed by a colleague?	»	<ul style="list-style-type: none">• Ask: <i>What would you do if you were in that situation?</i>• Say: <i>If appropriate, calmly interject yourself into the situation to help redirect the conversation and recover the customer experience. This might not always be possible but use your best judgement.</i>
4.	How do we approach a colleague who has exhibited bias? One way is to use the DESC model for providing feedback. Can I have a volunteer read through the DESC model on the handout?	»	<ul style="list-style-type: none">• Do: Read the situation on page 2 of the leader discussion guide. As a group, go through each step of the DESC model to brainstorm ways to talk with the colleague about their bias.



Get involved -Ask them to each share one strategy that they will commit to doing to reduce Implicit Bias in their workplace.

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Observing Implicit Bias from a Colleague: Example Scenario

You are a nurse in the Emergency Department. A patient, Claire, comes in with shortness of breath and fatigue. She is in her mid-30s and is overweight. Prior to the doctor seeing Claire, your colleague Kelly (also a nurse) helpfully tells Claire that regular exercise can help with her fatigue. "Weight loss can help your shortness of breath, too," she adds.

How do you address this with Kelly?

Describe what was said.

"I know you were trying to be helpful because you really care about our patients. And it seems as if you assumed that the patient's symptoms were a result of her weight."

Express how that could have made the patient feel.

"That may have made her feel ashamed, on top of being worried about her immediate health issues."

Suggest ways to learn more.

"Have you heard of Implicit Bias? It's our unconscious assumptions about people with certain characteristics that affect how we interact with them. We all have it – it's human nature. If you go to ODandL.org, you can learn more about it."

Consequences – Share how

reducing implicit bias can positively impact patient experience and health outcomes.
"When we reduce our tendency to make assumptions about our patients and treat them as individuals, not only will they feel more comfortable coming to us with their health concerns, but we more accurately treat the issue which leads to better health for our patient."