

TEAM DISCUSSION GUIDE

TYPES OF 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 discuss some of the different human characteristics that can be subject to implicit bias.
- Together we'll walk through some of the less common characteristics that are subject to implicit bias and strategies to manage our 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:
 - Understanding the different characteristics that are subject to implicit bias can help us identify our deeper biases and see how pervasive implicit bias is in our daily lives.
 - We are committed to building awareness about implicit bias and taking steps to mitigate it for our patients, customers, 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.	What is Implicit Bias? Who can remind us what implicit bias is?		<ul style="list-style-type: none"> • Reinforce: Implicit Bias is positive or negative attitudes or stereotypes affect our understanding, actions, and decisions in an unconscious way.
2.	What do you think of when you hear 'implicit bias'? What are some common types of Implicit Bias?		<ul style="list-style-type: none"> • Do: Allow team members to share. If needed, prompt with example (i.e., age, weight, etc.) • Reinforce: We often think immediately of race, gender, or sexual orientation when exploring implicit bias. While those characteristics are subject to implicit bias, there are many more we should be aware of.
3.	What are some less common characteristics that could be subject to implicit bias? Can you think of characteristics that implicit bias can be based on other than race, gender, or sexual orientation?		<ul style="list-style-type: none"> • Do: Allow team members to offer ideas and read the examples on the back of this sheet. • Reinforce: There are many characteristics that can be subject to implicit bias and impact how we interact with people, including our patients, customers, and colleagues.
4.	How can we mitigate our implicit bias for any of these characteristics? What are some ways we can focus on the individual and not their characteristics?		<ul style="list-style-type: none"> • Ask: Can someone read the strategies on your handout? • Reinforce: No matter what characteristics a person has, everyone should be treated as an individual – that means our patients, customers, and colleagues.



Get involved – Ask how team members can focus on treating everyone, including patients, customers, and colleagues, as individuals regardless of these characteristics.

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Race, gender, and sexual orientation are some of the first things we think of when we hear 'implicit bias.' Many believe that implicit bias equals racism or homophobia. While these characteristics are certainly subject to implicit bias, there are many other less common characteristics that can experience micro-messages (small, subtle, semi-conscious, universally understood messages, both verbal and physical, that communicate messages to others about their value) as a result of implicit bias. Here are some examples.

Ethnic Bias: Ethnic bias is formed based on distinctive culture, language, traditions, etc.

Religious Bias: Bias can be formed around a person's religion or religious beliefs.

Ability Bias: This is based on attitudes and beliefs about people who are differently-abled physically, emotionally, or mentally.

Role or Position Bias: This is based on an employee's role or position within the organization. Making assumptions about someone based on their role or title can lead to inequitable interactions in the workplace.

Weight Bias: This bias is based on a person's body shape or weight. For example, if we assume all obese people are lazy, it will affect how we interact with them.

Age Bias: We may assume older people can't use technology efficiently or that younger people have no work ethic. These attitudes will show up in work and personal relationships.

Education Bias: Biases can be formed based on whether or not someone completed higher education, what institution they attended, or what degree they have or do not have.

Socioeconomic Bias: This is based on perceptions of someone's wealth or lack of wealth.

Environmental Bias: Biases can be formed based on where a person is from or where they live.

Political Bias: This bias can be about who someone voted (or did not vote) for, what political party they associate with, or their political beliefs.