



# Recognizing & Disrupting Unconscious Bias

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## OVERVIEW

Create an inclusive work environment mindful of unconscious bias to enhance interactions in the workplace, marketplace, and community while maximizing business outcomes.

Unconscious bias impacts our behavior in the workplace, with our co-workers and potential hires, our customers/clients, our markets, and our communities.

The one-day training program takes participants on a journey of self-awareness from the unconscious to the conscious level and provides best practices to positively manage prejudices for improved decision making.

## WHAT DOES THE WORKSHOP COVER?

Content includes:

- What unconscious bias is and what underpins it.
- How unconscious bias affects decision making processes and how it affects the way in which we develop, market, and sell our products and services.
- Methods and tools to identify and counteract unconscious bias.

## WHO SHOULD ATTEND?

Senior leaders, middle managers, supervisors, individual contributors, customer service professionals, sales professionals, and health care providers.

## OUTCOMES

Upon completion of the workshop, participants will be able to:

- Understand what unconscious bias is and how it underpins your attitudes and behavior.
- Identify your biases and take practical steps to reduce their impact.
- Recognize how unconscious bias impacts the workplace and your business results.
- Define best practice tools and techniques to disrupt unconscious biases.

