Perceptions and Unconscious Bias: Implications for Health Care?

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Session Expectation
To increase our knowledge and skills about perceptions and perceptual filters and their impact on us and on others.

Objectives
- Explore perceptions and perceptual filters
- Discuss the impact of perceptions on the jobs we do everyday
- Learn a six-step process to help manage filters

Agenda
- What?
- So What?
- Now What?

Approach
- Fast-paced
- Interactive
- Stimulating
- Tactical
What is Diversity and Inclusion?

What is Diversity?

Diversity is the similarities and differences of people found in our workplace, workforce and marketplace. It includes many characteristics that may be visible such as race, gender and age, and it also includes less obvious characteristics like personality style, ethnicity, ability, education, gender identity, religion, job function, life experience, lifestyle, sexual orientation, geography, regional differences, work experience and family situation that make us all similar to and different from one another.

What Is Inclusion?

Creating an environment of mutual respect, trust, and commitment where everyone can contribute to organizational results, based on their unique talents and backgrounds.

Definitions

- **Diversity** is the ingredients and **Inclusion** is getting the ingredients to work well together
- **Diversity** is a fact
- **Inclusion** is a strategy
**Affirmative Action ≠ Leveraging Diversity**

Leveraging Diversity is not “warmed-over” affirmative action
- It is not intended, like affirmative action, to redress the inequities
- It is not government mandated
- It is broader than race and gender
- Unlike affirmative action, which was never meant to be a permanent tool, leveraging diversity is a critical competency and strategic lever, an enduring fixture of the global business landscape

* Representation is only one component of a Diversity Process

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**Change Management Process**

- Workforce
- Workplace & Inclusion Process
- Marketplace

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**What are the Intersections Between D&I and Health Care?**

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**Navigating Through a Perfect Storm**

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**Now What?**

So now what do we do?

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**Transforming Yourself**

What changes need to occur?
Six Steps for Moving Past Stereotypes

1. Acknowledge
2. Identify
3. Pause
4. Remove Judgments
5. Learn More
6. Choose relationship enhancing behaviors