

***This unedited transcript of a OccupationalTherapy.com webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of OccupationalTherapy.com is strictly prohibited. For any questions, please contact [customerservice@OccupationalTherapy.com](mailto:customerservice@OccupationalTherapy.com).***

## Reducing the Influence of Implicit Biases for Healthcare Professionals

Recorded October 2, 2020

Presenter: Esther Clervaud, EdS  
OccupationalTherapy.com Course #4941

- [Carolyn] At this time, it's my pleasure to introduce our presenter. Esther Clervaud is an author and educational consultant in South Carolina. She has taught in both primary and secondary education in Florida and South Carolina. As a former educator, she created and implemented several events to increase cultural awareness, self esteem, student learning and engagement. As a result, community support improved and student achievement flourished. In addition to being trained through Cornell University's diversity and inclusion program, Esther has gained experience working with diverse populations and data driven research. She currently uses her knowledge to facilitate professional development around the country, educating professionals in various fields and expertise. She has published over 15 cultural resources, including, but not limited to books, curricula. And she consults with organizations on strategies for increasing cultural awareness and sensitivity in their workplace. Her printed resources are presently utilized in several organizations and school districts across the nation. I should also mention that today's course is part of a series, a diversity series on Continued. This is course two. We invite you to check out the other courses in this series. Thank you so much for coming back to Continued, Esther and I'll turn it over to you.

- Thank you so much for the introduction. So today's topic or title is called "Reducing the Influence of Implicit Biases for Healthcare Professionals". Here are my disclosures. So here are the learning outcomes for today. After this course, you will be able to explain the definition and origin of implicit biases, summarize the effects of implicit biases, and describe strategies that will assist in reducing the influence of implicit biases. I've also created worksheets for you to just follow along with us as we're doing some activities. So if you didn't print it out, it's okay. If you did, please use it as we complete our activities.

So here's the first activity that I have for you all. All right, so I'm going to read this free to you. And all you have to do is just basically explain why the scenario it is as it ends. All right. So here it is. "A father and son were involved in a car accident in which the father was killed and the son was seriously injured. The father was pronounced dead at the scene of the accident and his body was taken to a local morgue. The son was taken by ambulance to a nearby hospital and was immediately wheeled into an emergency operating room. A surgeon was called. Upon arrival and seeing the patient, the attending surgeon exclaimed, "Oh my God, it's my son." How would you explain this? I'll give you 30 minutes to explain this scenario or 30 seconds rather, I'm sorry.

15 more seconds.

All right, time's up. How would you explain this? Well, here's the answer: The surgeon is the boy's mother. This activity has been done several times to illustrate actually implicit biases. And what they found is that about 40% of participants invented elaborate stories just to come up with the response. Some said that the boy was adopted. Others concluded that the father in the car was actually a priest. So what they found in this study is that there is a strong association between surgeon and men. All right? Keep that in mind.

Let's do another activity. Okay. So this one, I want you to number your paper from one to 10, if you're not using the one that was already created for you. You're gonna write an M for male and F for female to indicate the possible gender of the profession on the screen. And I want this to be immediate. Don't think about it. Whatever it is that you think the answer is, just write it down. So M for male, F for female. Here's the first one.

Doctor.

Homemaker.

Millionaire.

Police officer.

Teacher.

President.

Soldier.

Nurse.

Ballerina.

And the last one, flight attendant. All right, so we've done this several times over the course of the year, and we found that for the most part, these were the responses that most people actually selected. So look at your responses right now and let's see how close you were to these responses. So the first one you said, doctor, did you put male? All right. The second one, homemaker, did you put female for homemaker? Next one, millionaire. Was it a male? Okay. How about for a police officer? Was it also a male? Teacher, female. President, male. Soldier, male. Eight, nurse, perhaps female. Ballerina, female. And the last one flight attendant. Was it a female?

Okay, so now what determines how you perceive and evaluate and actually react to one another? Well, it's called, drum roll, please. Implicit biases. So you've probably heard the term before. You've probably in the last couple of months or years, but you probably aren't too sure exactly what it means. You probably have of course have some idea in the context that it was used, but a lot of people are unfamiliar with the

definition. And this is why I want you all to be familiar with it because it really affects us on a day-to-day basis. So it is the preference for, or against a person, thing or group that is hailed at an unconscious level. This is very, very important to know that it is unconscious and it is the reason why it makes it very difficult for us to actually tackle our implicit biases. because a lot of people do not know that they actually have them and everyone has implicit biases. And it's unfortunate that many times we're a little bit defensive because we consider ourselves to have egalitarian views and values. But it's something interesting about implicit biases, there are many things that are interesting about it that you need to know to understand why exactly we have them.

So they are called implicit biases. Sometimes you hear the name unconscious bias, or sometimes you hear implicit social cognition. All of that is the same thing. So there another definition shows that it's the attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner. So we go again with that word unconscious, that's what makes it hard to tackle once again, because like I said before, we do not know that we actually have them. But with our implicit biases, there are blind spots that are actually created that actually affects our understanding, our actions and decisions in this type of manner. Now, there are implicit biases everywhere, as I briefly stated, but they're held at an individual group and institutional level. So you'll find it everywhere in society and yourself, in groups, and also in companies and organizations and an institutional level.

There are several types of implicit biases. There are over like 180 types of implicit biases, but here are some of the common ones that you've probably heard of, or you probably haven't heard of. There's the infinity bias, attribution bias, beauty bias, conformity bias, confirmation bias, contrast bias, gender bias, name bias, and horns effect. So those are just very few ones that we actually have. But for this presentation, I'm going to focus on the affinity bias, confirmation bias and the gender bias. Okay.

Affinity bias. What exactly is it? Well, the definition is the unconscious tendency to be more receptive to people who are similar to us. This is difficult. It makes it difficult to bridge differences, because a lot of times you've probably heard of the phrase 'Birds of a feather flock together', right. You know, or the opposite, which would be the opposite attract. So they find with the affinity bias, especially in practices and in what you do as a professional, you tend to be a little bit more receptive to people who are like you in some way, or if they remind you of someone. Automatically that bias, impedes on our progress inadequately evaluating them. And what do I mean by that? Here's another example. How many times have you actually met someone who either reminded you of someone that you like, perhaps maybe your mom or your sister or your dad or somebody, whoever it is that you actually, they just reminded you of that person. And maybe during the time of you evaluating the person, you didn't even realize that there were certain things that you were hearing because that person already, you already had that affinity bias, and you already just painted them to be in a positive light, simply because of that relationship that you have with that one favorable person. And that person being that the person reminds you of that person, you tend to abstain from actually taking the certain factors to thought. So affinity bias can be very, very, very difficult in your profession, if, of course you already see that you may have it, and it will abstain you from being objective in your evaluation process.

They also find that when you have confirmation bias, it's also difficult as a professional because it also leads you to misdiagnosis. And what exactly is that? Is the unconscious tendency to interpret new information as validation of one's existing belief. So you already see a person, you already pre diagnose them for whatever it is. And then automatically you look for ways to confirm whatever you already thought. Okay, before I move on, I'll let you read that definition again, just so I can make sure that we're on the same page. Okay, so I'll give you time. All right, so here are some facts with the confirmation bias. You neglect information that contradicts or challenges your belief, because like I said, you already pre diagnose them. So now you're just

looking for ways to confirm whatever you said to be true. And you hold onto information that supports those existing beliefs. So anything that is new, that you're getting from that person or if they are your client that you overlook them, or you don't really pay too much mind to it simply because it doesn't align with what you already believe. So you decide early on with the client's diagnosis and you subconsciously seek information to interpret what you already believe or what it's aligned with. So we have to be very, very careful as professionals to not let this happen. And I'm going to give you several ways where you can actually figure out what you wanna start doing first to abstain from actually falling to this type of bias.

And then the other one that I have for you guys is the gender bias. And it is exactly what it sounds like. Gender bias, it's unconscious tendency to prefer one gender over another. So the unconscious tendency to prefer one gender over another. So the facts for this is that this one actually also leads to misdiagnosis as well, because you're not really listening too much to... We give women sometimes more benefit of the doubt, you know, in certain situations. And we see that at several times in the workplace where we have for certain genders, one is considered to be more aggressive, another one is considered to be more passive. One is supposed to be more so leaders, the other is supposed to be more subordinates or whatever the case is. So with the gender biases, this creates gender discrimination. And we hear a lot about this type of implicit bias throughout society and the workplace, et cetera, and it also can actually widen the gender gap sometimes for different therapy, we overlook the weakness in some men, because we automatically assume in our mind that they're not supposed to be X, Y, Z, because of those particular biases that we tend to have, that affects our decisions that we make in our evaluations.

So you have to be careful with these three in particular, in addition to the others, then we'll talk about other ones that you can actually assess to see whether or not you have. But those are the big ones that we see with clinicians, which is affinity,

confirmation biases, the number one with the thoughts that we already have, and coming already thinking about your clients and particularly with the interviews you tend to have before. You know, when you're trying to figure out a little bit of what about that person, or you're trying to build that relational rapport with your client or the patients or those you serve. And already you're forming your own opinion about who you think they are or what they've been through or what is important to them, or what's not important to them, without them even telling you exactly what they believe to be true.

So now with those three biases that I just gave you, you probably think like, okay, I am a horrible person. I thought what is going on? I thought I held egalitarian beliefs, but I guess I'm not that great or whatever the case is. The thing about implicit biases is that output implicit biases do not necessarily align with our declared beliefs or our explicit values. And that's what makes it once again, difficult to tackle, because many times, we're doing things, but our mind is saying something else or believing something else, but we're doing the opposite. So you just have to remember and understand exactly where it comes from. And that's what I'm gonna share with you well right now, actually the origin of implicit biases. I already said that everyone has them. And with cognitive neuroscience, we already know that our brain processes millions of information per day. All of the information that we're getting all at once, our conscious mind is just so hard. And our conscious mind just can not understand all of the things that we're getting. So a lot of it goes straight into our unconscious minds.

So our brain unconsciously categorizes the massive amount of information that we get. So I like to think of it like our brain is a building, right? And in the building, there are many rooms. And on the doors of the rooms, there are titles, you know, different topics, different situations, et cetera. So for instance, if for some reason you, okay, one door is an African American door. So it says, let's be specific, let's say African American male. So everything that you know about African American males through your upbringing, whether it's something that you've seen in the media or your



encounters with African American males, then it all goes into that room, right? And then the door is closed. And next room, we have one about relaxation. So whatever it is that you attribute to relaxation, you put it into that room. So let's go back to the African American male room. So when you see someone who is African American, then that door is activated. So everything, the stereotypes, the things that you believe about the African American males, when you see that person, you already attribute all of that to that one person. So those are your implicit biases about that person that you didn't even realize that you have, but it was throughout life and your lifetime and your interactions with people that you formed, all of these top ideas and beliefs and values and so forth. So whenever you see that particular person, that's when you attribute it to the person, without the person telling you who they are. All right, so that is explicit or implicit biases.

So there's also, the origin is social conditioning. I briefly mentioned that media and advertising portrayals and representations. Sometimes you don't have the opportunity to meet every single person, you know, but you meet certain people in certain groups and so forth. So what you're watching on TV, what you're hearing, advertising and so forth, you already form these implicit biases. And then of course, they play out into your life and then it predicts your actions and then your decisions in these unconscious manner. And that's why it's very important to see people in non stereotypical roles, because there are many times, like I said, you don't realize how much it affects you. For instance, if you go to get your nails and toes done, immediately just because I just said that, with me just saying, you're getting your nails and toes done, how would the room look? You probably already picture in your mind that it is a room full of Asians, right, doing your nails and doing your toes. So if for some reason there is one person who is an agent and they are asking you, "Hey, I'm ready, Let me do your nails and your toes," depending on how you already feel about those stereotypes, you may not think that they have the ability to do a good job because they don't fit the stereotype of that role as a nail technician or whatever the case is. Because many times we see it's

usually Asians who are doing that type of work. We see with the media advertising and the portrayals, they already show you what are important to some cultures, you know, who are the ones with the accents or the ones who are illegal, or the ones who are loud, or the ones who are rich. All of that plays a role and a factor in you as a professional, going into your profession or your interviews already with these things in mind that you don't even realize affect you and eventually affect your patient as well.

Your cultural upbringing, conditioning and cultural upbringing also plays a huge role in how you actually perceive in your hidden biases. Many times you don't realize what is being said around you, how much it actually affects you. It plays into you unconsciously, of course. And then when it is time to react or to show who you really are, that's when you start to see it. You begin to grow and already know what's important in your culture or already know what's important, or what you think is important in another person's culture without letting them, of course, give you an idea. And I want to actually show you that a little bit better. I'm gonna, you know, the definition, you know the origin.

So let us do or illustrate this phenomenon in this next activity. So if you don't have a sheet of paper already, just take one out now. If you have the paper that we've been working on, since the beginning use that. Okay, so I'm going to show you several images, but each of them are going to have two phrases. So you're going to select one or the other, basically. Okay, and that's gonna be the first thought that comes to your mind. So here's the first one. It's called first thought. So select the first thought that comes to mind. You don't have to really write this down because this might take too long. So just say it in your mind and try to remember the ones you selected is not too long. Here's the first one.

Angry or passionate? Is this person, looking at this person, is she angry or passionate? Is she ghetto, or well-mannered?

Poor or well off? What do you think?

Educated or uneducated?

Married or single with children?

All right, so the many times that we have done this, we found that the average response has been this. That she was passionate about a topic or issue of some sort. She was well-mannered. Most likely well off. She's probably not struggling. She is educated. And if she has kids, she's married. Is that what you have too?

Okay, so let's do the next image. Look at this girl. Angry or passionate? Ghetto, or well-mannered? Poor or well-off? Educated or uneducated? Married with children or single with children? All right. So I wonder if you can guess what the actual responses were. In our server, we found is the opposite. It was angry, ghetto, poor uneducated and single with children.

Take a look at this one. Angry or passionate? Disrespectful or assertive? Poor or well-off? Educated or uneducated? Married with children or single with children? And here are the responses. He's passionate, assertive, well-off, educated and married with children.

Look at this image. Angry or passionate? Disrespectful or assertive? Poor or well off? Educated or uneducated? Married with children or single with children? All right. You guessed it; angry, disrespectful, poor, uneducated and single with children.

I showed you all these two images and it's exactly the same, but most likely you probably had two different responses for the both of them, or maybe not. And there's a high possibility that it probably was. But looking at these two ask yourself this, do you think the stance of the officer would have been the same? Do you think the stance of

the officer would have been the same? Most likely not, right? If the officer had certain implicit biases that would affect his positioning.

Look at think this one. "We are not all bad." Who's not all bad? The officer or the African American boy? Well, that depends right on your biases. It depends on your cultural upbringing. It depends on what you've been seeing on in media. It depends on how your mind registered your beliefs, your values of the lives of each of them.

So the truth of the matter is that there is an effect. There's a huge effect of how implicit biases actually affect us every day basically. The implicit biases, it determines how you perceive, how you evaluate, how you react to others. And that is very much true in every sector of society. It's an education. They find that black children are more likely to be expelled and suspended than their counterparts. And if any of you all have been in education before, or have read any of this research, you will find this to be very accurate because there's many, many, many, many research that has been done in this area. And they found that the same behavior done by two students, if they are of different races, the student who is black is more likely to be the one to be expelled or be suspended when compared to students of other races. Even in the legal system, they find that black defendants are more likely to tougher rulings than whites with the same crime. So you have a lot of prison reform that has been been started. And in last many years ago, actually this has been something that people have been trying to fight, but this is one key thing that people always say, it's the result of biases that we have. And the implicit biases that as at that.

And then even in the workplace, you find applicants with white sounding names are more likely to get call backs. And we know this of course is once again, very problematic because number one, it is a bias, but you can find that the wrong person may end up getting the job. You may find that some groups maybe overlooked for leadership positions. And even when you look at certain names and there's such thing

as a name bias suit, we didn't talk about it. But name bias is another thing that people actually struggle with as well. And you find, for instance, Sarah versus Jamesha, you know, just by the sound of the name, you probably already assume certain things about Sarah, about Jamesha, about John and Jorge. We find also in healthcare, in healthcare it's a big one with implicit biases. So there has been a lot of studies that has been done to try to mitigate these implicit biases that we see in the healthcare. We find a lack of equal access to housing, mental health care, and social services as a result of these implicit biases that we actually have.

So now, knowing everything that we know about implicit biases, can we just say, well, there's no hope since they're here, it's just going to be something I'm just gonna have to deal with? No, we cannot determine that. And we can not say that and conclude with that at all, because it's going to, it takes a lot of work in reducing your implicit biases, but it is possible. It is very much so possible, but you have to put in the effort and I'm going to give you all several things that you can do, strategies that you can do to actually reduce some of these implicit biases that you have and have had without you knowing it. So here's the first one. Is understand the nature of implicit biases. Because you have implicit biases, it does not necessarily make you a racist. We have to understand that does not mean that you are a racist if you have implicit biases. It does not mean that you are a horrible person if you have implicit biases. It does not mean that there's no hope for you. Instead, it just means that, hey, this is how our brain organizes information. This is how it categorize information. Like I said, from the beginning is that we go through, we have a lot of things that are coming to us and because of that, we need a way to make sense of them.

So a lot of it, like I said before is being understood a through process through our, our unconscious mind and not the conscious. So as much as we wanna think that we are very, very rational, these things happen because of the cognitive neuroscience we can say. And then another way that you can actually reduce the influence of implicit biases

is by identifying your biases. I always say, if you want somebody to tell you the truth, or if there's something that you think about yourself and you wanna know, and not all the times but you wanna know whether or not it is accurate ask a family member. You know, if it's a habit that you have that you don't believe it to be true or whatever the case. Now, if it's more than two or three people saying the same thing, there's probably a chance that it may have some truth to it.

So with identifying your biases, yeah, use your family. But if you don't want to ask them to make known or light up your, or to share your biases with them, just take this, take the implicit association test. The implicit association test is something that Project Implicit, they've been doing this for a long time and I have it here. And you can go ahead and write that down, if you're interested in taking the test. So Project Implicit is by Harvard university and they actually been doing this for, I think about 10 years. But if you go on their website, it is totally free. You go on their website and you can take any implicit association tests that they have there. I think they have now probably about 14 to 15 in total. And the topics are just gender, there's weight, there's race. So different association tests that you can take on those topics. And what happens is that they actually show you images and they show you a term. So you have to pretty much just match them together. And it has to be done quickly, of course, because that's how you get more of the adequate result. But it is very good at helping you identify your biases. Now this is not a diagnosis. So you cannot just give it to a person and determine whether or not they are racist or determine whether or not they actually like people or, you know, whatever the case is. But it's just a tool that can be used to help you identify your implicit biases and your associations that you actually have. So take that. That's very good. And I think you'll probably be amazed and it would actually help you know what you need to actually focus on once you get those particular results.

And the next one is practice individuation. This is very, very important. Yes, as much as we want to say that, "Oh, I just treat everyone the same." I've heard that often. And

that can be very, very problematic because everyone is not the same. You have to treat everyone as an individual, but people come with different needs and you see that as you're assessing people in your field and you see when you're taking those assessments and you try to determine what the best therapy would be for that person. You cannot give client A, B, C, D, E, F, G, et cetera, all of the same treatment, right? You can't because they're coming with different needs, they're coming with different requests and so forth. So you have to do what you have to do, which is follow and listen to what they're saying without you trying to confirm what you already believe. Remember we talked about the confirmation bias, but you come in with a clear mind and be as objective as possible when they give you their response to certain things. And of course using your professional, being professional as well. So that's very, very important for you in order for you to really try to reduce the influence of those ICS that you may have. Okay.

And then I'll go to the next one is expose yourself to other cultures. This is very, very important because one thing that I did mention to you is that a lot of our implicit biases, they do come from our upbringing, you know, who are our friends, trying to see exactly how diverse is your circle. And most importantly, the media. Once again, the media has a huge effect of how we see people. You know, the culture is if we see the same type of people doing the same type of things, we automatically assume this to be just a norm for them. You know, so, and that really, of course, once again, it affects your therapy, it affects your interviews that you have with your patients and your clients, and it affects you as a professional, you know, because even not only those you are actually helping and servicing, but also you'll find within your organization with the people you work with, where you already have almost clicks that are formed because of that affinity bias, where we actually tend to just cling with people who are more similar to us. And then we neglect actually opening up our hearts I guess you can say to others, to those differences, to having those conversations.

So exposing yourself to these two other cultures to two other circles will really, really help you as a professional to be able to deal with those implicit biases, because no longer will you be seeing this person as a stereotype, but it'll go back to what we were just saying and seeing them more so as an individual, rather than that stereotypical person or in that stereotypical role. And there are some websites that you can actually find to actually help you to do that. But heritageaccepted, I know that's one of the websites that we have to actually help you learn about other cultures celebrating different months. We know in this month we had October or September 15th through October 15th is Hispanic Heritage Month. You know, it's learning things about Hispanic heritage, learning things by checking out Eventbrite. I know you don't necessarily have to go to the location to try to learn about certain things, but I know on Eventbrite, they normally have like a lot of different events that you can do virtually to learn about that culture because your clients will be Hispanics. You will have Hispanic culture clients, but you do not want to approach them in a stereotypical way like I said before.

There's a quote that I love. And it says that "People don't care how much you know, until they know how much you care." So even as a professional, as a speech pathologist, as a audiologist or your profession, you want to have that relationship of the professional relationship with your clients. You want to be able to build that trust. You want to be able to have open line of communication. A lot of times with our biases, we don't realize that people can see it because although you don't say anything to feel a certain way to them, but they can already sense it that, oh, this person is not going to listen to me. Or you find that some people actually requests another professional and you never know why, you know, and they're just like, well, I just didn't feel like I was being heard, or I didn't feel that I was important. You know, I didn't feel like that person actually cared for my wellbeing. You know? So people are looking for those things and one way, you can show them that, hey, I do actually care, or I am here because I really want to help you is by learning a little bit about their culture and not just assuming



certain things to be true. Okay. So that's very, very important that you wanna do and be ever learning.

One thing about cultural competency, cultural competency, cultural awareness, it is not at all a destination. You haven't, you never arrive, you know, to be cultural competent, but in a sense it's a journey. It's a ongoing journey. You're learning more, you're sharing more, you're learning more, you're sharing more. So don't, I hope this is not your last class that you ever take, you know, for whatever reason, maybe because, oh well, okay, I have the credit. I don't ever need to take a cultural competency course, or I felt too offended because I was told I have an implicit biases. You know, oh, I am not trying to offend you, but we're trying to grow together and me to be transparent too. I know I have implicit biases, but I try very hard to, of course, acknowledge them. You know, I seek out to see what biases that I have, and then of course do what I have to do to mitigate them. But you have to understand that this is natural, like I said before, but you have to continue to learn. You have to continue to learn in order for your biases to decrease.

And then one thing that you can do is also practice perspective taking. Many times, we do not try to think of the other perspective or practice empathy, because like I said, sometimes a confirmation bias impedes that. So it hinders that. So what you can do as a professional is put yourself in that person's shoe. If you were going through what they're going through, you know, how would you feel? What would you want? How would you want people to communicate to you? What would you want somebody to tell you? You know, if you deal with younger kids in your profession, when you're talking to the parent about that particular issue that that child has, most likely, the parent is probably just heartbroken, or they're devastated because they don't understand, or they probably see that there's something wrong, quote, unquote, with their child. But you as a professional is here to assure them that, you know, we're gonna work with this, we're gonna work with your child. I'm gonna work with you, I'm

here for you, et cetera. So what exactly would you want to be said to you during that time of stress, perhaps? How would you want somebody to help you? So empathy goes a really, really long way, really long way. It opens up that line of communication once again, and trust, it builds trust. When I can see, and you tell me that and not to just say, "Oh, I understand what you're going through." That that's not enough, you know. The person needs to see, you know, that you're taking steps to actually help by, you know, even once again, learning about their culture, learning a little bit about their values, you know, their religion at times too, of course, many times plays a role on your practice. Even as, particularly as a physical therapist, some people just don't want to be touched certain ways or whatever, and in one culture it could be okay, but in another culture, it's not. So exposing yourself to that, the values and knowing that about those cultures will really help you in actually meeting their needs. All right. So practicing, practicing perspective taking will be very, very important.

And then slow down in life. There have been studies that have showed that when we are stressed or there's enhanced stress during clinical practices or whatever the case is, we are more likely to be biased because remember what I told you from the definition in the beginning, the reason, one of the reasons why we have these implicit biases is because our brain, all of the hundreds and millions of information that we're getting all at one time, it just doesn't have time to really process in our conscious mind. So that's why it goes into your unconscious. So same thing. We're doing things, we're moving all over the place. We're making just decisions, we're going this left, right, et cetera. So there are many times it's going on so, so quickly that we don't have time to sit down and think what is necessarily fair for this, or what should I do for this client? Because then we're thinking about what was done with a previous client who may not have been 100% completely the same, but maybe we just had one or two similarities, or because of those biases that we have such as maybe the race or gender, the name or gender, whatever the case is. So then we automatically assume that, hey, this is what needs to be done. So slow down in life, take a breather, you know, just slow

down, distress as much as possible and then you'll find that you'll be more able to kind of deal and mitigate these biases.

So here's an activity that I have for you guys. This is an action plan. I love leaving professional development or CEUs or whatever the case is with something that I can do. Now that you've told me what's wrong with me, right? What is it I get, what can I do to quote unquote, "fix it"? So here's the action plan that I have for you, and this is going past awareness. Okay, so you know what implicit biases mean? You know, where they come from, where they're originated from, you know the effects that they have in your day-to-day life, in your practices in day-to-day interactions. But now what can we do to begin to tackle these biases that we actually have? So the directions that I have for you is to create steps to tackle your biases. We're gonna create some steps that would allow you to tackle some of the biases that you actually have. And I want you to, of course, to take your time and think of this, even after this presentation, this course, throughout today, throughout the day today, just go ahead and just write down whatever things that we probably didn't talk about today pertaining to some of the steps that you can do, but I will give you a couple of ideas to kind of help you go into the right direction. But I'll give you about a minute. I'll give you a minute or two to kind of just jot down some things that you can actually do to create steps to tackle your biases.

Because even as I was talking, I'm sure some of you all were thinking certain things that you normally have done in the past or certain things that you heard of or thought of, or it's starting to come to light. So I want you to just write that down and I'll give you a couple of ideas that I think that will kind of help you begin to mitigate those implicit biases. So just one minute, we don't wanna take too long. So what are some steps, even the information that I gave you all previously, what are some things that you can actually do to mitigate or reduce its influences? Okay, I'll give you 30 seconds. 10 seconds.

Oh, right. Okay, so I know it wasn't a lot of time, but after this, like I said, you can have all of the time you need to actually complete that. So here's one of the first things that I definitely think that you have to do. If you have not written this down already, you may wanna write this down is take Harvard's IAT this week. This week take IAT, and then you can retake it. Remember, this is the implicit association test and then you can retake another test every three months, you know? So just kind of deal with that one, whatever topic that you wanna do. And like I said, before, they have the gender one, they have race, they have weight, quite a few different ones that they have. So go ahead and take one of those to kind of identify those biases that you may have. Okay, and if you don't remember the website, you can go back to some of the previous slides or I hope you took the notes. And I think it's also on the paper that I have for you guys, but if not just Google, Harvard Project Implicit, Google Project Implicit, and you're sure to find it to take.

Okay, so read a book on diversity by the end of month three. So depending on what book that you decide to read, of course, it may be longer or shorter, but just read some sort of diversity book and then be okay to have conversations with people. You know, once again, we are talking about building that relational capacity with your clients. So asking them questions about their culture, opens that door and allows you number one, to show that, hey, I am concerned about your wellbeing and of course who you are as a person, but I'm also doing my research too. So just ask them some facts about cultural facts of some sort. But you doing your research and also reading as well is going to be very, very important when you're trying to deal with those implicit biases. Okay, so read a book on diversity by the end of month three. All right.

And then now just doing these things is not enough, but you have to continue to reassess as you do as professionals anyway, when you're dealing with students or your clients, you're reassessing, you know, to make sure either the goal was met or

whatever or to see how they're doing, right. You do the same thing for yourself. So do a quarterly check on my biases, you know, because now that you're identifying it, once you get in certain situations that it's triggered per se, you'll start to see that. ooh, okay, wait, let me stop. Let me slow down. Let me ask questions or let me not assume or well, Oh, that was very stereotypical of me. Okay. You know, and so forth. You'll have those conversations with yourself. Maybe not out loud, maybe just in your head, but you're checking up on you.

And like I said before, our friends in our surroundings and our parents, sometimes they can tell us or siblings or whoever, you know, whoever's closest to you and know you very well, they can tell you some of your biases, you know. Those are the people who will tell you, oh, you are racist or oh, you're prejudiced or you know, whatever the case is, or you favor this group over another, or you always say, blah, blah, blah. If you ask now, when you do ask, be ready to receive or hear out. Don't immediately say, "Oh no, that's not me, that's you." Or don't immediately become defensive, but make sure you just hear it out and like, okay, well thank you for your observation or thank you for your opinion, you know, and go from there. 'Cause they were really will help you with your growth process. Okay?

So the next one is research and visit more cultural events in my community as they become available. I will attend at least three events per year. And these are just suggestions, like I said. This may not be something that your schedule will permit you to do, but you know, you're going to find the goal that you can actually reach. But the purpose is that you're doing something to reduce these implicit biases that we all have. Okay. So researching, if you have to do use Eventbrite, like I said, put in your city, put in your state, find out what's going on in your event, whatever you can do virtually. And we'll probably be good for now, but if you want to visit of course, do so with precaution, but yeah, so attend at least a couple during the year. Begin to have that exposure going, you're being more and more exposed to certain things. And you'll

start to see that whatever bias that you had pertaining to that particular group will definitely begin to decrease because of, like I said, your exposure that you're going to begin to have and develop. Okay, so if you can attend three at least three in a year, that's pretty good. If you can only do one, that's good as well. But the main goal is that you're doing something, you're doing something, right.

And here's the other one. So remember when I was telling you that implicit biases, tend to be heightened in times of stress in times when we're tense. Well, set aside at least 15 minutes of daily, me-time starting today. That can be an immediate action that you can say that just 15 minutes a day, and I know for some of us, it's probably not a lot. You're probably thinking in your mind, oh yeah, that's not gonna do anything. You know, but anything, something is better than nothing because a lot of times we as professionals, we're on the go, we keep going, we keep going, we keep going and we don't stop until we feel like we can't go anymore, you know, and then sometimes it's a little too late. So if you can, to be better for yourself and to be better for people, you want to decrease your stress level. A lot of times you'll find people and educators say regarding to implicit biases that we have to slow down. We have to slow down because that's why we're just operating on intuition instead of objectivity. So set aside at least 15 minutes. And I'm not saying that that should be all, that you shouldn't do more than that. I mean, if you can, go for it, but if you cannot, then don't, you can't go there. All right, so set aside at least 15 minutes of daily me-time starting today. And then we had this already was do a quarterly check on my biases. But if for some reason it seems like quarterly check is too far off for you, but you want to probably do something every two weeks or something, you know, by all means, go ahead and do that because it would kind of help you to, in beginning, it would probably help you a little bit more. And then if it is that okay, yeah, I'm doing this reassessment a little bit too long too often, then you can go ahead and stretch it out a little bit to more quarterly checks. But if it isn't, you know, just make sure you have that.

All right, so, and this is where we pretty much end with the course, but just to say, the last few remarks is, remember, this is not to make you think that you're a horrible person for having these implicit biases because like I said, everyone has them. But the biggest thing is that you have to identify them because like I said, it creates these blind spots in our lives. It leads to misdiagnosis of certain things. We perceive things that aren't always true because of those implicit biases. And once again, your implicit bias do not necessarily align with your declared belief or your explicit values, but they're here in our unconscious. It's here and it affects us in many, many different ways. And as I said before, if the implicit biases, they're not only named implicit bias, but of course, you'll hear them termed unconscious bias. You'll hear them term implicit social cognition, but they're all there. And it pretty much does the same thing. And it affects us in many, many different ways, negatively more than positively when we do not address them in life.

So I love to end with this quote with almost on all, during all of my presentations. And I think this would probably hit home for some of you guys, but it's basically, "Instead of focusing on the 'them', let's focus on the 'us' as we learn to appreciate the 'you.'" So it is all about us together, you know, as this United States of America, right? All of us are trying to be more unified, but when we put people aside because of their gender, or put them aside because they don't look like us or sound like us, we are not able to meet them effectively. But when we of course see it as a unifying thing where we just wanna learn about one another, we want to learn to appreciate one another, then we'll be able to see that, hey, you are important to me as an individual and not just to stereo, you're not a stereotype, or you're not this group of people, but you're a person who I want to help. So I'm so happy that you guys were able to take this course. Please review your information. And here are some of the references that I actually have for you, if you want to check it out and I will pass it back to Carolyn.

- [Carolyn] thank you so much, Esther, another excellent course in our diversity series. We really appreciate your time and expertise. And we, again, invite anyone watching this course to check out the rest of the series in our course libraries. Thank you so much, everyone. Have a wonderful afternoon.