**Module 2 Facilitator Guide**

Hello! Thank you for taking time out of your day to help better the understanding of DEI for yourself and others around you. This document is a facilitator guide and will provide you everything that you will need to successfully complete this portion of the DEI training.

Below, you will see the table of contents that cover the topics in Module 2. The information will be provided in chronological order. While facilitating do not forget to pause and clarify any questions people have and don’t be afraid to start discussions based off the material.

Module 2 is intended to provide the audience with an overview of self-awareness and its importance in the workplace, explanations of biases commonly found in the workplace and their effects on an organization, actionable steps to prevent bias, and both the individual and organizational level benefits of bias awareness.

Discussion questions are listed to ask the audience for several slides. Hopefully this training provides a better insight of DEI and creates a good foundation for building an even better workplace.

**Frequently Asked Questions (FAQ):**

Q: Should time spent on each slide match the estimated time?

A: Not necessarily, facilitators should account for how much time they’re given to facilitate and spend more/less time on slides depending on audience participation in discussions.

Q: How should discussion questions be handled throughout the facilitation?

A: It’s recommended to encourage the audience to reflect on these questions for at least a few minutes and potentially pair up with a partner to discuss answers.

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**Slide 1/Introduction (Estimated time: 1 Minute)**

* Speaker Introduction: Hello everyone, my name is \_\_\_\_\_\_\_\_\_ and I’m proud and excited to present this workshop achieving self-development by recognizing and combating biases.

**Engage Audience (Depending on workshop size) (10 Minutes)**

* Please state your name, where you are from, how long you have been engaged in the company.

**Slide 2: Overview (2 Minutes)**

* Some of the topics we will be addressing include self-awareness, type and effect of biases, along with different benefits.

**Slide 3: Purpose (3 Minutes)**

By the end of this workshop, you will be able to:

* Reflect on biases (whether experienced or held)
* Understand how we can combat biases through prompts (such as perspective-taking)

**Slide 4: What is Self-Awareness (3 Minutes)**

Self-Awareness: the conscious knowledge of one’s own feelings, motives, desires, and character.

How does self-awareness relate to diversity and inclusion?

* Self-awareness can help in understanding your own identity and biases which may influence how you view diversity & inclusion.
* Help discover what factors (such as biases) may have influenced behavior and thought

**Slides 5, 6, 7: Examples of Biases Slides (10 Minutes)**

There are several different types of biases. The three we will discuss today are

* availability heuristic
* social bias
* unconscious bias

Notice the examples for each type of bias, think about whether you’ve experienced/held them.

**Availability Heuristic**: mental shortcut that relies on immediate examples/facts/ideas that come to a person's mind.​

* Example: seeing several news reports about home invasions, you might make a judgment that home invasions are much more common than they really are in your area​
* Example: After reading an article about lottery winners, you start to overestimate your own chances of winning the jackpot. You start spending more money than you should each week on lottery tickets.

**Social Bias**: unwittingly or deliberately give preference to certain groups or individuals. ​

* Example: preferring a younger aged employees for a task over older employees.​
* Example: Being favored over another individual for a job solely based on physical abilities/limitations.

**Unconscious bias**: social stereotypes about certain groups of people that form outside of conscious awareness. ​

* Example: Heard an employee recently graduated from a prestigious school, immediately assuming they will be successful at the company(Halo Effect-type of unconscious bias). ​
* Example: You see a college student looking tired, you assume that they were partying all night.

**Discussion Questions**

1. Have you ever held or experienced a bias in and outside of the workplace?

2. Do you find it difficult to see things from the perspectives of others?

**Slides 7&8: Effect of Biases Slide (5 Minutes)**

Biases can have a profound effect on factors such as

* workplace activities
* socialization
* group dynamics
* performance appraisals

**Discussion Question**

1. How do you think these biases affect the workplace in regards to socialization, group dynamics, performance?

**Slide 9&10: Actionable Steps ( 10 Minutes)**

* Always remind yourself about the importance of recognizing bias, being transparent, and holding yourself accountable in decision-making processes. ​
  + Example: Being accountable by admitting errors, not shifting blame, etc.​
* Perspective-taking (reflecting on how others may approach a situation, or how others may feel)​

**Discussion Question**

1. Think about a work challenge you’re currently facing right now. To what degree can you accurately describe the perspectives of 3-5 colleagues who are also facing the same challenge?
2. When giving someone directions to a restaurant, do you change the way you explain the directions based on whether the individual is an out-of-town visitor versus a local?
3. How often do you say things like “As you know,” or “Given your experience in this area…”?

**Slide 11: Individual-Level Benefits (5 Minutes)**

* Gaining a sense of awareness about how biases may influence individual behavior ​
* When there is a conflict in ideas, one is able to consider the value in different ideas (more open-minded approach) ​
* Learning more about a group of people that a bias may have prevented before​
* Being able to alter your mindset: Deciding to reflect than relying on spontaneous memories/ideas (availability heuristic) ​

**Slide 12: Organizational-Level Benefits (5 Minutes)**

* Prevention of unintentional discrimination and poor-decision making​
* Facilitation of more open communication and socialization, leading to a more welcoming environment for employees​
* Prevention of skewed and inaccurate performance appraisals​
* Increased chances of employee retention because of a more welcoming environment and fairness in workplace procedures (hiring, promoting, etc.)

**Slide 13: Conclusion (1 Minute)**

* By encouraging employees and the organization to combat biases, it can help create a more diverse and inclusive workplace environment ​
* This process not only benefits the individuals(e.g., expanding knowledge), but also can provide larger scale benefits to the organization itself (e.g., prevention of discriminatory practices).

Quiz (in separate PowerPoint) (5 minutes)