

Training workshop

Actively tackling Unconscious Bias in the staff experience Outstanding working relationships

What is this training about?

We all have unconscious biases. These are views and opinions that we are unaware of; they are automatically activated and can affect behaviour and decision-making, often without us even realising it. Unconscious bias can have a significant impact on staff recruitment and selection, performance management, delivery of customer care and working relationships.

But the good news is that we can do something about it – we can ‘break the thinking habit’. Actively tackling unconscious bias is essential to creating an inclusive ethos and culture; thinking beyond discrimination in its extreme forms to identify and tackle the subtle things that take place in an organisation on a daily basis.

Why should staff attend?

Do HR, staff and managers understand the impact of unconscious bias on frontline services and customer care? Do they understand the impact of unconscious bias on HR practice such as recruitment and selection and performance management?

Do staff appreciate the ‘bystander effect’ which can prevent the effective tackling of prejudiced attitudes, language and behaviours? How can staff support one another to ‘call out’ unconscious bias?

Unlike many unconscious bias training events, this engaging workshop specifically focuses on the practical implications for recruitment and selection, performance management, front-line services and working relationships.

Training staff in how to tackle unconscious bias is essential if we are to create a work and learning environment where all thrive. The event will allow you to engage in the unconscious bias experience, to understand and experience the ways in which our unconscious brain can influence our thoughts, behaviour, actions and decision-making. It will help you to actively tackle unconscious bias personally and at a team level. It will help drive forward promotion of equality and diversity to create a genuinely inclusive working and learning environment where all are treated with dignity and respect.

Why should we run this event?

This course will help your organisation to:

- **Recruit** from the widest pool of applicants and attract and retain the most talented staff.
- **Establish and maintain an ethos and culture** where there is a shared commitment to value diversity and respect difference.
- **Improve workforce performance** and become the employer and provider of choice in the locality.



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A wonderful interactive event run by a very friendly and extremely competent trainer'.
James Levy West Notts College

What will delegates learn?

Objectives of a one-day event are to:

- understand what we mean by unconscious bias, how and why this develops, and why unconscious bias is inherent in us all
- consider different types of unconscious bias such as affinity bias and confirmation bias
- explore the practical implications and the impact of unconscious bias on key aspects of the staff experience such as recruitment and selection, performance management and working relationships
- explore keys and practical tools to actively tackle unconscious bias personally and at a team level
- understand the links between actively tackling unconscious bias and establishing an inclusive organisational ethos and culture
- appreciate the benefits of this agenda and take learning back to implement the approaches provided

Who should attend?

HR staff, managers, heads of departments and all with an interest in improving the staff experience.

Are there any options?

There are several options, including;

90-minute briefing sessions for large audiences (typically 50 – 150 staff) or **smaller audience workshops** (typically 25 – 35 staff). These can be repeated in a day.

Two-hour or Half-day workshops, as a single event or repeated in a day.

A one-day intensive workshop

The event can also be **tailored to specific aspects of the staff experience**, for example a 90minute session on actively tackling unconscious bias in recruitment and selection.

For workshops on **actively tackling unconscious bias; outstanding teaching and learning**, please see the accompanying website training publicity which you can access [here](#).

More questions?

Contact Christine for indicative content, programmes, amount for delivery of training sessions and anything else you need to know.

Dr Christine Rose

Christine brings up-to-date knowledge of how fully integrate and promote equality, diversity, inclusion and British values.

Nationally recognised as an expert, she has worked with over 300 providers, supporting a significant number to achieve outstanding

status for E&D at inspection.

Christine has helped thousands of staff improve their practice.

She uniquely combines an ability to inspire with extensive experience and an in-depth knowledge of best practice. Her training events are engaging, interactive and highly practical.

