



IRISH CENTRE
FOR DIVERSITY

Irish Centre for Diversity
Twitter @icfdiversity



Investors in
Diversity





Diversity, Inclusion & Unconscious Bias

An Introduction



With Gill Cooke (she/her)
D&I Advisor/Trainer
Irish Centre for Diversity





Our plan for today



- Understand equality, diversity and inclusion within an organisational context
- Look at the legislative framework
- Explore the different types of discrimination
- Understand how unconscious bias might impact on the culture and organisational processes
- Gain a greater understanding of the importance of an inclusive workplace



Learning agreement



VOICE

OPEN-MINDED

SAFE

RESPECT

VIEW

QUESTION

RULES OF ENGAGEMENT

LISTEN

NON-JUDGEMENTAL

CONFIDENTIALITY

QUERY

DIGNITY

OPINION

DIVERSITY OF THOUGHT

EXPLORATION



Who was your superhero growing up?



So just think how you would feel as a child seeing these....



True inclusion is a journey, not a destination



Equality, Diversity and Inclusion – same or different?

Equality = giving access to opportunities, services and support equally; meeting the requirements of Equality legislation, developing policies and practices that guarantee people are treated according to their needs.

Diversity = recognising and respecting differences between people while valuing the contribution everyone can make to the organisation.

Inclusion = creating safe and welcoming workplaces that encourage diversity of thinking and opinion, allow people to speak up and ensuring everyone is supported to be their best at work.



What does this mean to you & is it a word you use regularly?

EQUITY



EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



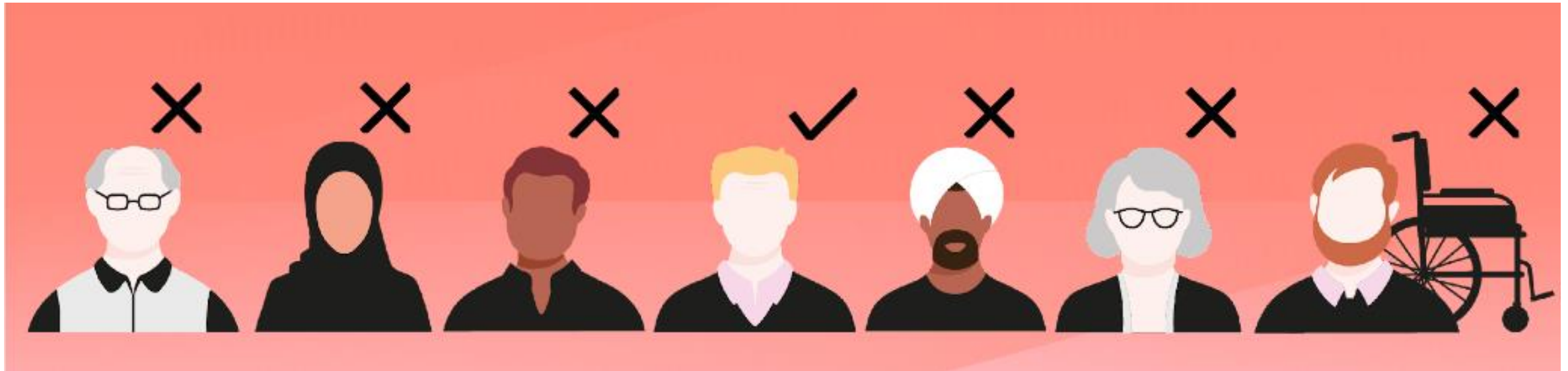
In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.



Who are your customers?



YOUR OPINION...



What do you think are the biggest challenges that organisations are facing, which are underpinned by the Diversity & Inclusion agenda?



Some possible challenges...



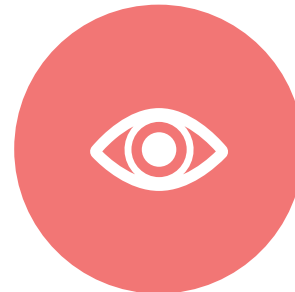
VUCA WORLD – Volatile, Uncertain, Complex and Ambiguous



Changing population, aging workforce, a multi-generational workforce that wants different things from an employer



Legal requirements to publish data e.g. on pay gaps



Public perception, potential employee perceptions



Quick Quiz!

What are the 9 grounds of discrimination, as defined within the Employment Equality Acts 1998-2015?



EQUALITY STATUS ACTS

9 Grounds of discrimination

- Gender
- Family Status
- Marital status
- Age
- Disability
- Race
- Sexual Orientation
- Religious belief
- Membership of the Traveller Community





EQUAL STATUS ACTS

2000-2018

Direct discrimination

Indirect discrimination

Discrimination by Association

Discrimination by Imputation

Harassment

Victimisation



Equal status acts 2000-2018

Who is protected by the acts?

The Acts apply to:

- Full-time, part-time and temporary employees
- Public and private sector employment
- Vocational training bodies
- Employment agencies
- Trade unions, professional and trade bodies



The Acts also extend in certain circumstances to self-employed people, partners in partnerships, and State and local authority office-holders.



Why should we be Inclusive?



QUESTION:

Why should organisations/ groups or communities want to strive to be inclusive?

Why should organisations/groups or communities prioritise diversity & inclusion?



INCLUSIVE organisations are so IMPORTANT because of the following reasons...

Increased productivity

Better problem-solving abilities

Drives profitability

Drives Innovation

Enhances Reputation

Unearths a larger talent pool

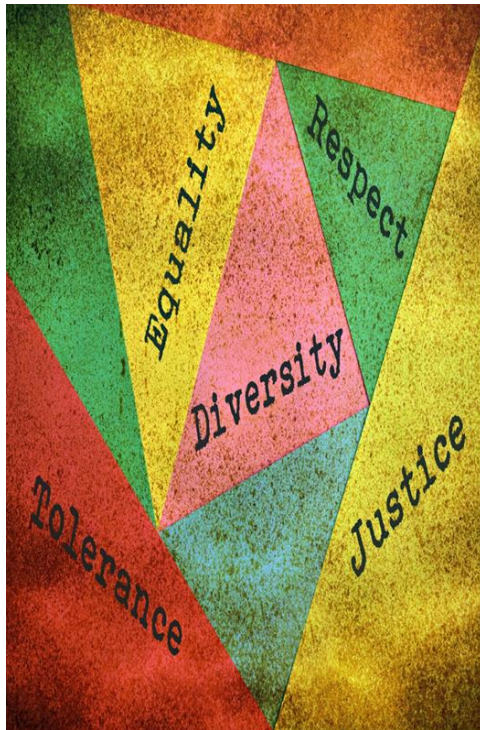
More representative

Boosts employee morale and engagement

Improves employee retention



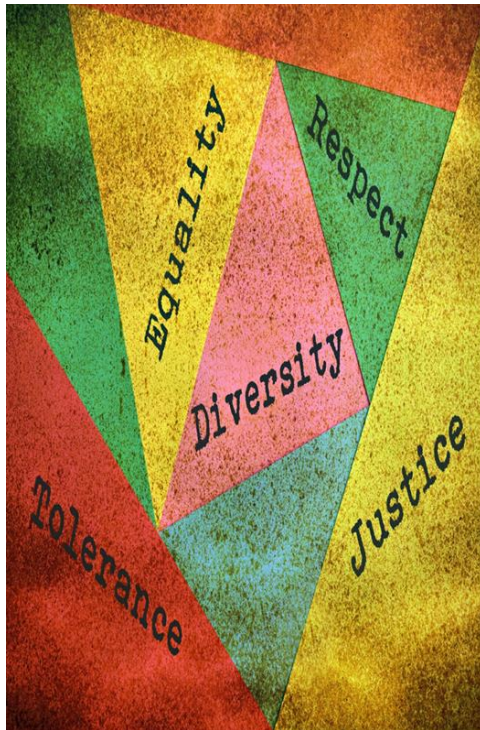
Supporting People in the Workplace –it’s the Right Thing to Do



- Employees/teams will feel their voices are heard.
- Feel comfortable talking about themselves – if they want to...
- Raise issues if they think ‘something is not right’ e.g., inappropriate behaviour.
- Bring in new and diverse ideas into the workplace – diversity of thought is also important.



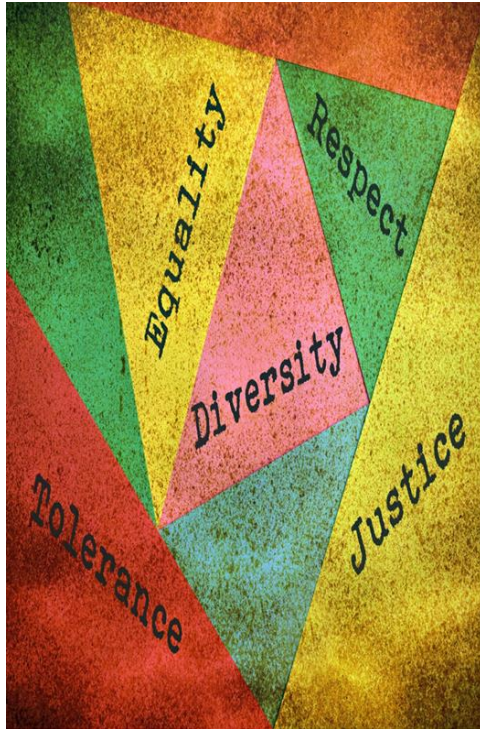
Supporting People in the Workplace –it's the Right Thing to Do



- Great organisations who embrace equality, diversity and inclusion provide appropriate support e.g., disabled people, family/parents.
- Everyone can be themselves at work – LGBT+, mental health, disability, religion/no religion.
- Staff will feel happier being at work and more likely to stay.
- Be loyal to the organisation.



Supporting People in the Workplace –it’s the Right Thing to Do



- Develop greater cohesion, tolerance and stability.
- Everyone is treated with dignity and respect.
- Positive cooperation and collaboration between the colleagues and teams.
- Good employee health, well-being and productivity.





RECENT RESEARCH – HAYS ANNUAL D&I REPORT 2021

Just 12% of professionals believe their organisation's workforce demographic is a fair reflection of today's society.

60% of professionals believe there are sufficient efforts across their organisation to recruit diverse talent

The demographic groups that professionals feel their organisation would benefit from attracting, hiring and retaining more of include.....

Different ethnic backgrounds (43%),
disadvantaged socioeconomic backgrounds (35%)
disability (35%) women (33%) LGBTQ+ community (27%).



The Irish Times view on workplace discrimination: slow progress

Human Rights and Equality Commission says problem is "persistent and pernicious"

Mon, Oct 7, 2019, 19:30

THE IRISH TIMES VIEW



Irish Human Rights and Equality Commission chief commissioner Emily Logan described workplace discrimination against these people as "persistent and pernicious". Photograph: Cyril Byrne.

Is it easier to get a job if you're Adam or Mohamed?

By Zack Adesina and Oana Marocico
BBC Inside Out

6 February 2017

f t e s



The two CVs sent out detailed the same level of qualifications and experience

A job seeker with an English-sounding name was offered three times the number of interviews than an applicant with a Muslim name, a BBC test

FOR DIVERSITY

Ethnic discrimination is rife in the world of employment in Ireland, report says

by Eva Short 4 JAN 2019 1,188 VIEWS

Black Irish, black non-Irish and Asian Irish employees can experience greater levels of workplace discrimination than their white Irish counterparts, a new report compiled by the ESRI finds.

Black non-Irish workers are five times more likely to be discriminated against during the job search than their Irish peers. This, and other shocking statistics like it, was recently revealed in a report prepared for the Irish Human Rights and Equality Commission by the Economic and Social Research Institute (ESRI).

Addressing workplace discrimination against people with disabilities

Smarter recruitment process and creating awareness of disability issues key to tackling problem

Thu, Oct 24, 2019, 00:00

Dave Phillips, Dave Phillips

Brought to you by The Irish Times Content Studio



With latest census figures showing more than 600,000 people with disabilities living in Ireland, the question of how to reduce discrimination for people with disabilities in the labour market remains pertinent for employers and the State.

Challenges for LGBT people in the workplace and how to overcome them

Talkpoint: While progress has been made, many lesbian, gay, bisexual and transgender people still worry that revealing their sexuality at work will have negative consequences. What can businesses do to support LGBT employees?

● Share your thoughts below in the comments section or tweet us @GuardianSustBiz.



Investors in Diversity

DIVERSITY, INCLUSION & UNCONCIOUS BIAS

AN INTRODUCTION – COMFORT BREAK

Bystander Intervention



Join Liza-Jo Gee
D&I Advisor / Trainer,
Irish Centre for Diversity

WHAT WE WILL EXPLORE

The bystander effect is a social psychological phenomenon in which individuals are less likely to offer help or act in an emergency when there are other people present. How we can combat this is to become an active bystander. In this session we will;

- Explore the concept of being an active bystander
- Explain how to become an active bystander
- Demonstrate the importance of the ABCs of safety
- Describe the key do's and don'ts of being an active bystander
- Consider our next steps as an active bystander in the world of EDI

THE EVENT WILL BE HELD ON

Tuesday, 23rd May from 10am - 12pm via ZOOM

We do hope you can join us, space is limited to 20 places.
To register email: tunde.egbesakin@fingal.ie




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WITH FUNDING FROM
Comhairle Contae
Fhine Gall
Fingal County
Council



Inclusive Language



Join Michael Lassman
D&I Advisor / Trainer,
Irish Centre for Diversity

LEARNING OBJECTIVES


Language used in the workplace contributes to how much colleagues feel they belong and are included. The course gives understanding of the language to be used and acceptable ways of sharing experiences and insights with colleagues.

- Understanding the relationship between language and behaviour
- Acknowledging the impact of unconscious bias in language
- Recognising the nature of language as part of a power dynamic - the potential for inequality
- Developing the skills to create a vocabulary of acceptable and unacceptable terminology

THE EVENT WILL BE HELD ON

Tuesday, 16th May from 10am - 12pm via ZOOM

We do hope you can join us, space is limited to 20 places.
To register email: tunde.egbesakin@fingal.ie



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Unconscious Bias



“.....[people] do not always have conscious, intentional control over the processes of social perception, impression formation, and judgment that motivate their actions.”

Greenwald & Krieger 2006





Unconscious Bias



Unconscious biases are biases that we are often totally unaware of, but nevertheless, act upon.



Influences decision-making in all aspects of life.



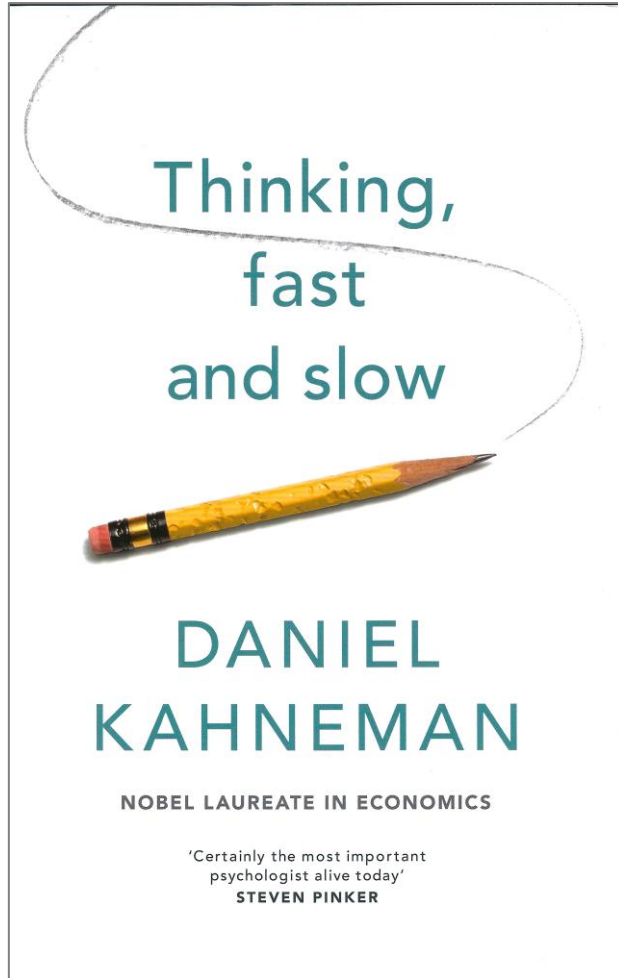
We process a person's ethnicity, gender, age, size, looks, disability and other characteristics before we even know we've done it.



We each have the power to overcome biases by first identifying them and then learning how to manage them.



Being of two minds



- Reflective system for *controlled processing*
- Conscious, explicit
- Effortful, requires motivation
- Takes more time

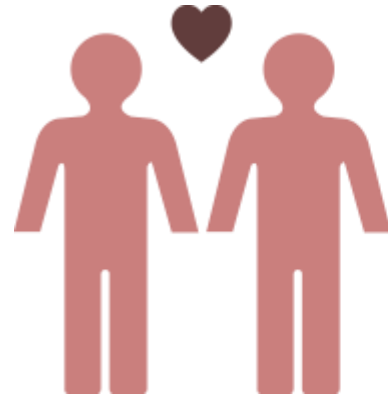
- Reflexive system for *automatic processing*
- Often unconscious, implicit
- Requires little effort
- Fast

Different neural structures distinguish the two -
Satpute & Lieberman (2006)

In/Out Groups



Psychologists have shown that our brains rapidly classify people as either friend or foe, or 'In-groups' and 'Out-groups'.



In-Groups

- People who we feel safe with.
- We have unconsciously warm feelings.



Out-Groups

- People who we feel less safe with.
- We can be distrustful of them.
- We can be dismissive or disdainful towards them, without even realising.



Including and excluding behaviours



Excluding	Including
Cliques	Welcoming and friendly
Leaving people out of email groups	Being sure to include everyone needed
Whispering/talking behind peoples back	Giving feedback openly and honestly
Not inviting (projects, social events)	Ensuring everyone is invited (and thinking about any potential barriers to the invite)
Not involving them in the conversation	Deliberately asking someone their thoughts
Using 'in-jokes' & inappropriate banter	Remembering the impact on everyone in the context or environment

Everyday inclusion opportunities





Most common types of bias at play in the workplace

Likeability

Performance

Maternal

Confirmation Bias

Affinity

Double discrimination/
intersectionality



Unconscious Bias when does it heighten?

Bias control is less effective when we are cognitively or emotionally preoccupied:

- Stressed
- Under-time pressure/ rushing
- Under emotional load
- Physically tired or low in glucose



HOW DO WE OVERCOME BIAS?

In order to overcome bias, we need to 'nudge' our unconscious mind into conscious behaviour change

HOW DO WE DO THIS?

Deliberately slow down decision making

Reconsider reasons for decisions

Question cultural stereotypes

Monitor each other for unconscious bias



Challenging behaviours – speaking out



Effective challenging is:



- Non-judgemental - be objective and provide the facts
- Descriptive and specific
- Constructive
- Reflective - reflect back to the person exactly what happened as you understand it



ALL OF THIS IMPACTS Workplace culture

“Is the result of the character of individuals in an organisation. Research tells us that if everyone in the organisation is similar in character and background – static culture – not open to new ideas and challenges”

Ref: A conversation with Scott E page in Professor's Mode, Diversity= Productivity by Claudia Dreifus. Published in The New York Times on 08/01/2008



Marketoonist.com



Allyship – what can you do?



- Add your pronouns to your email signature and/or LinkedIn profile if you feel comfortable
- Ask someone new what pronouns they use?
- Read and educate yourself
- Challenge micro-aggressions and bad behaviours
- Change your language to be more inclusive: eg use “folks” or “team” instead of “guys”
- Be curious, ask questions, don’t worry about making mistakes...
- Challenge your own bias; widen your circle
- Be a Champion for equity – Cheerlead your colleagues especially women; people of ethnic heritage; LGBTQ+; people with disabilities and neurodiversity etc..
- Get involved! With events, committees or employee networks, or start your own!
- Be accessible: use alt text for images; subtitles and/or voice over for videos;



HOPE YOU ENJOYED THE SESSION!



ANY FINAL QUESTIONS,
COMMENTS OR THOUGHTS?





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