



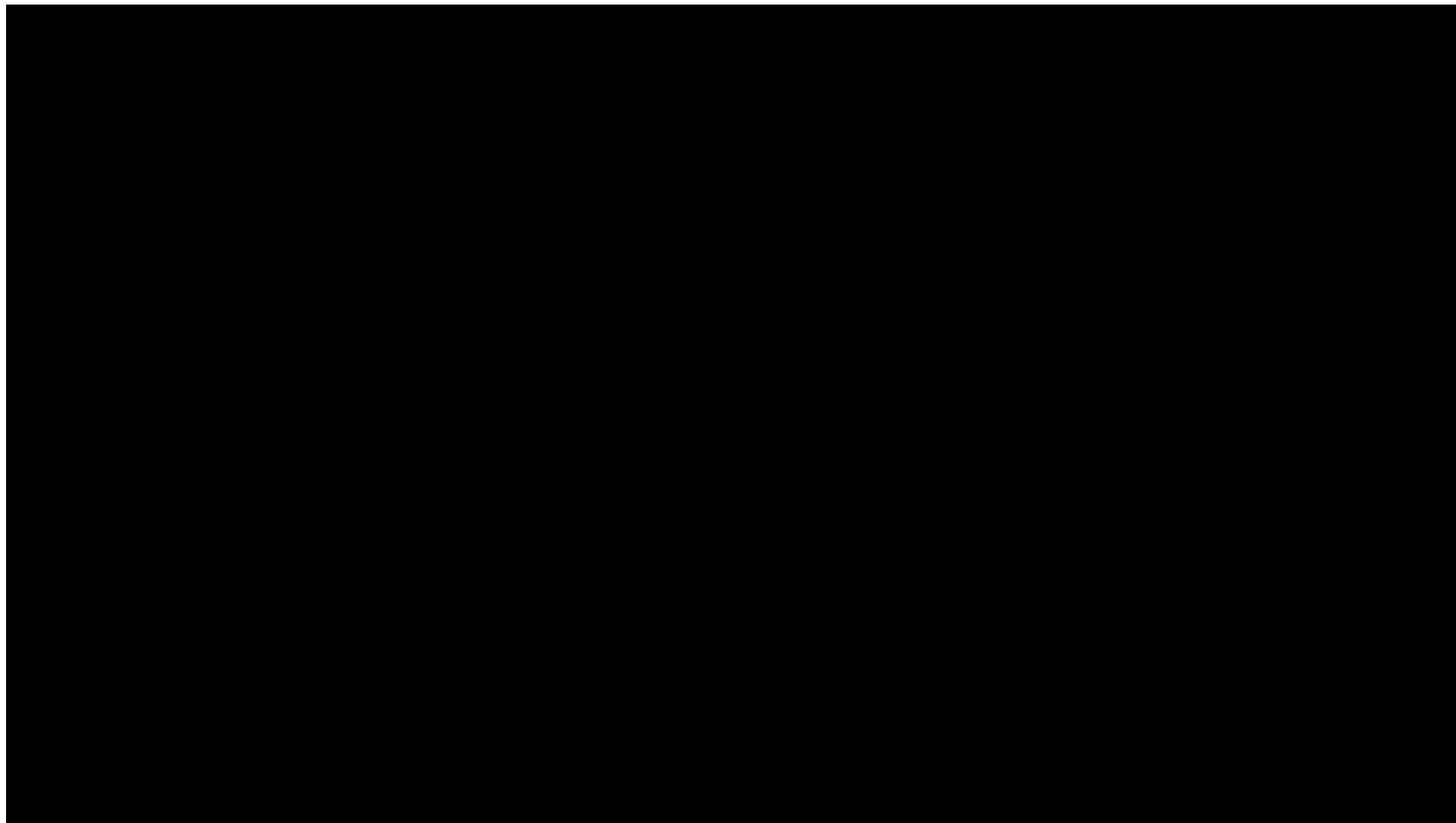
2020 Virtual LULAC Federal Training Institute Partnership “A Month of Development”

Webinar:

Leveraging the Power of Intentional Inclusion

Speaker:

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Department of Homeland Security



Let's go on a journey...



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Unconscious Bias – What Is It?



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Unconscious Bias – What Is It?

- Bias is neither good nor bad; it's simply a function of the mind
- THROUGHOUT HISTORY: Bias kept us alive many years ago as it served as a “danger detector”
- TODAY: We ask ourselves, is bias a friend or foe???
- Helpful process when we're conscious and aware of bias, and it can be very dangerous when we're not aware



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Unconscious Bias

Let's get something straight...

If you have a brain, you have bias...



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What Do You See?

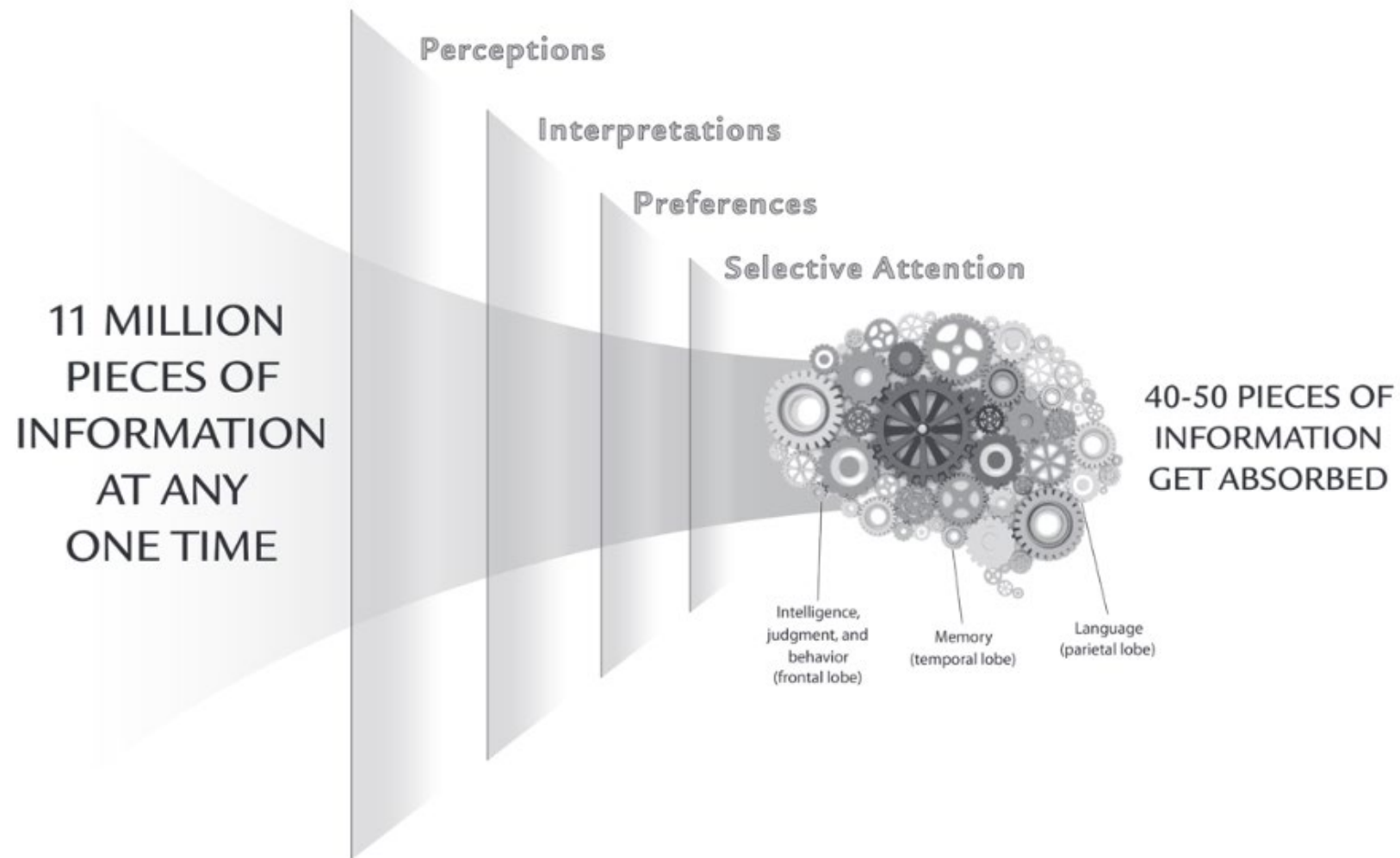


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Chat Box



From Raw Data to Action

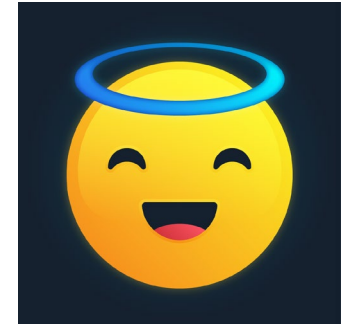


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Common Types of Biases

A few of the known unconscious biases that directly impact the workplace include:

- **Like Me bias** - Warming up to people like ourselves
- **Halo effect** - Thinking everything about a person is good because of one positive attribute
- **Confirmation bias** - Seeking information that confirms pre-existing beliefs or assumptions



Your brain equates



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Good or Bad?

Biases are not good or bad...they just are.

How we *USE* them when we make decisions...that's where the good vs. bad comes in...

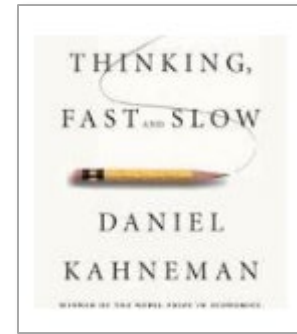


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Unconscious Bias is Fast Thinking



Biases help us make quick decisions – we could say bias is “fast thinking”

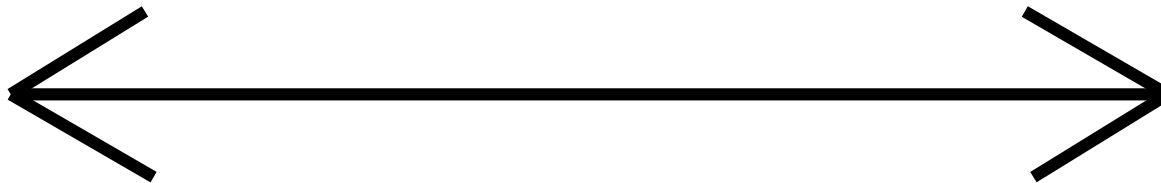


The problem comes in when we use “fast thinking” when we should be using “slow thinking” – being deliberate, rational and logical.



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Fast thinking at work...



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*If you do not intentionally, deliberately
and proactively include, you will
unintentionally exclude*



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Micro-Messages

Micro-messages: Social signals we send to one another through our behavior

“Micro” or subtle behaviors are small, but their impact can be *enormous*



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Micro-Inequities

- Small slights we send other people that cause them to feel devalued, slighted, discouraged or excluded
- Subtle interactions which are perceived as **imbalances** of human actions, communicating who is in the inner circle and who is not



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The “Real” Pain of Exclusion

Social and Physical Pain
Produce Similar Brain
Responses

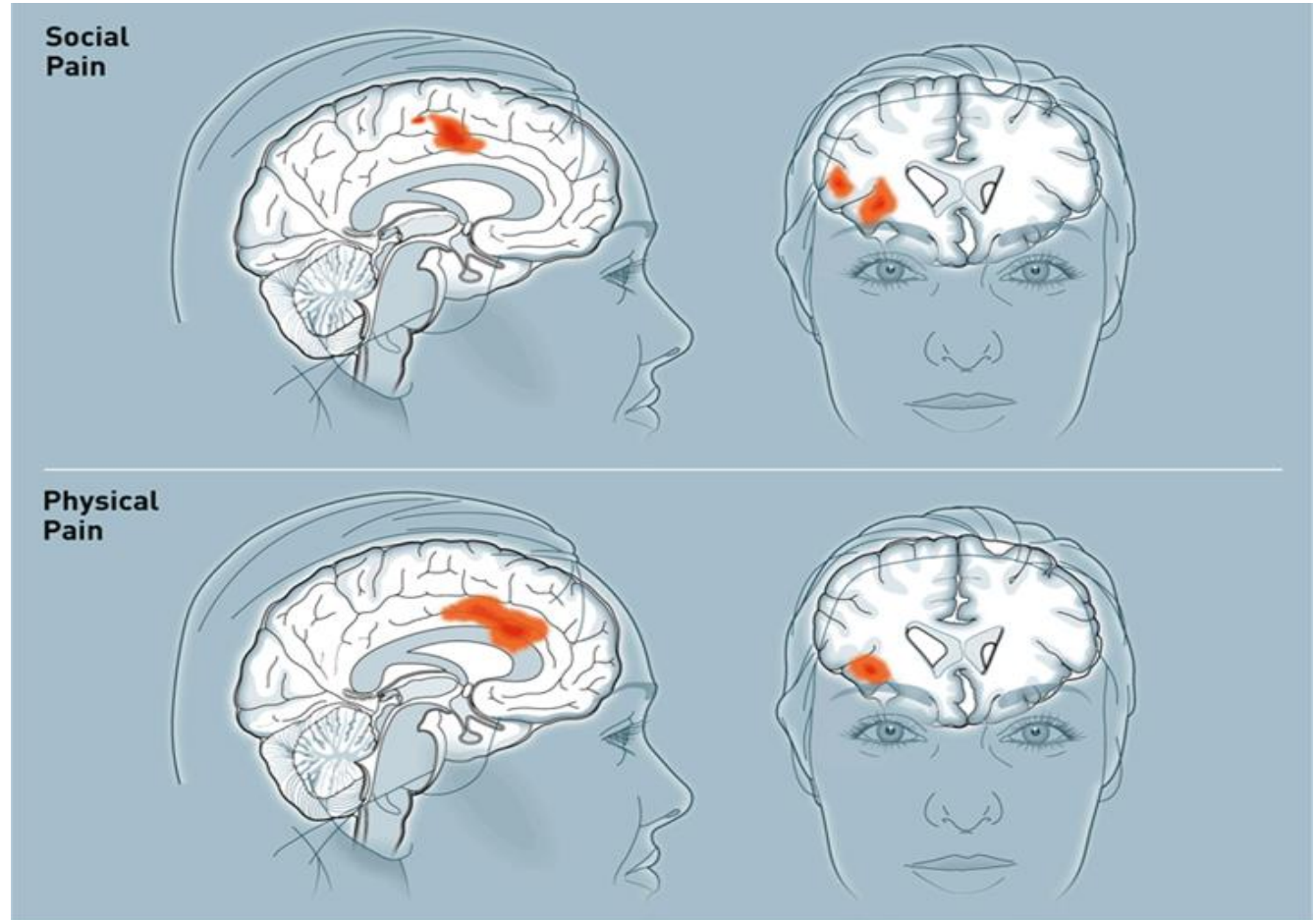


Illustration: Samuel Valasco

Source: Eisenberger, Lieberman, and Williams, *Science*, 2003 [social pain images]; Lieberman et al., "The Neural Correlates of Placebo Effects: A Disruption Account," *Neuroimage*, May 2004 [physical pain images]



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Examples of Micro-Inequities

- Constantly being interrupted while you are talking
- Being left out of a discussion/project
- Trying to speak with someone who is reading/sending e-mails during conversation
- Talking with someone who keeps looking at his/her watch
- Not being introduced in a meeting and then being ignored



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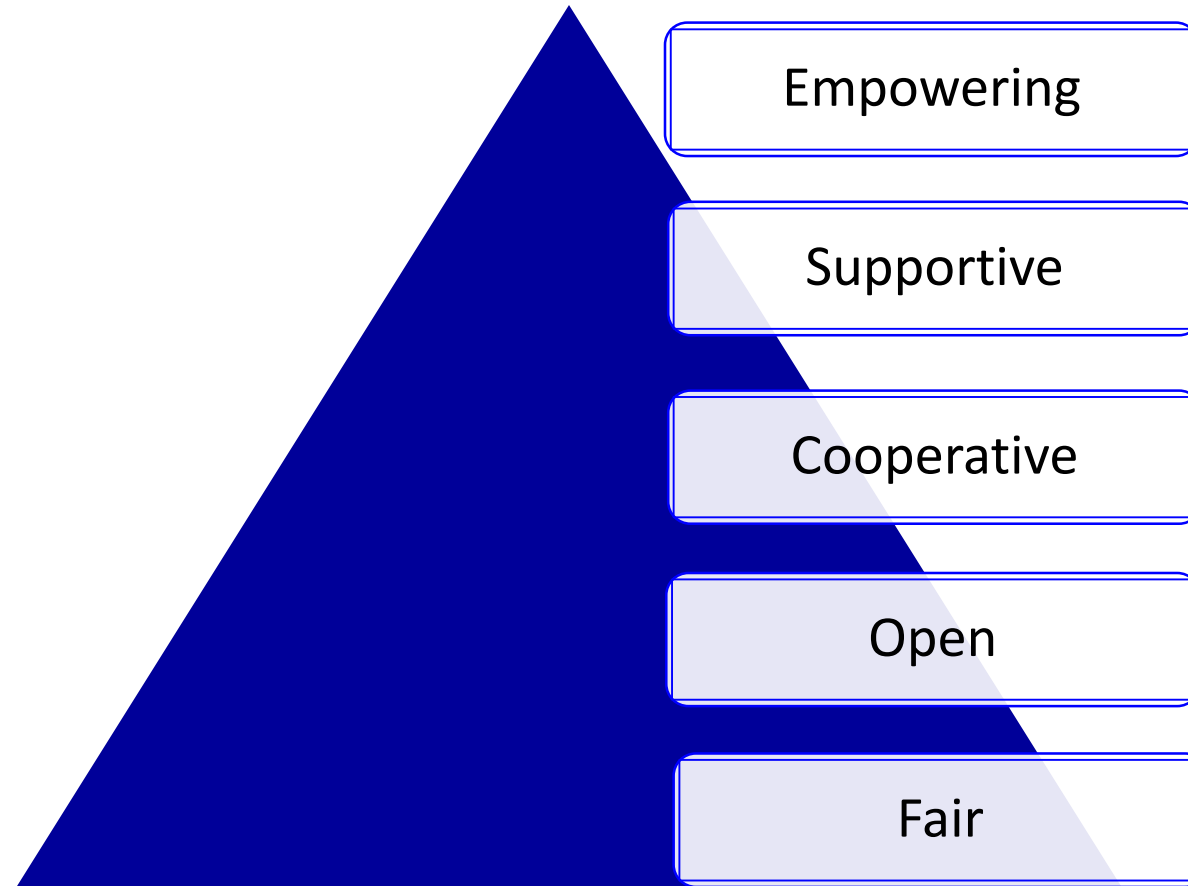
Micro-Affirmations

- Supportive signals that cause people to feel valued, important, or encouraged
- Conscious and intentional actions that can be taken to ensure people feel included, a sense of belonging, and engaged



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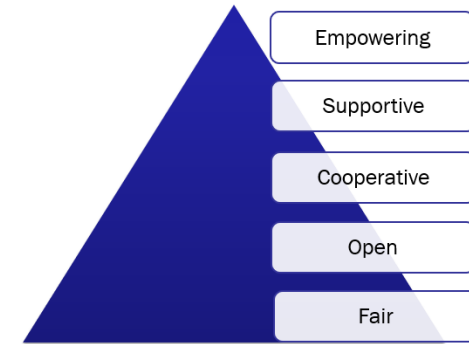
5 Habits of an Inclusive Leader



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What Can I Do?

- Zero tolerance for stereotypes (Fair/Supportive)
- Get outside of your comfort zone (Open)
- Be curious about those with different styles, talents, and backgrounds (Open)
- Diversify your social and professional networks (Open)
- Seek out and respect diverse perspectives (Open/Supportive)
- Understand we are smarter together and lead by example (Open/Cooperative/Supportive/Empowering)
- Have regular conversations about career development and performance (Fair/Supportive/Empowering)
- Mentor or be mentored by someone different than you (Open/Cooperative/Supportive/Empowering)

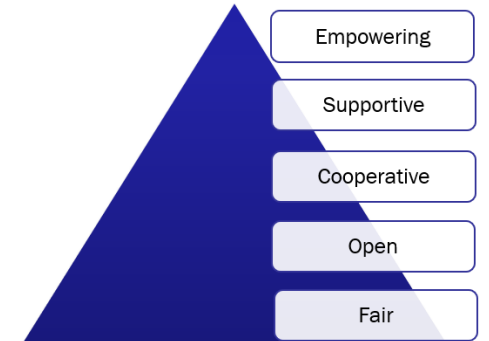


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*It starts with you – be the
change you want to see*

What Can I Do for My Team?

- Encourage collaboration to cross-pollinate skills and ideas ([Open/Cooperative/Supportive](#))
- Develop and use standardized interview questions ([Fair](#))
- Recommend diverse interview panels and usage of anonymous resumes ([Fair](#))
- Emphasize the need for IDPs and monitor them regularly ([Fair/Open/Supportive](#))
- Review current process and procedures for potential bias ([Fair](#))
- Engage with empathy ([Supportive](#))



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Habit Formation – Make it Stick



1. Make it tiny
2. Find a spot
3. Train the cycle

“ Motivation gets you started.
HABIT keeps you going.

- Jim Rohn



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Summary

- **Unconscious bias** is not good or bad, but it does affect our behaviors in everything we do
- **Fast thinking** will always be there, but we must be deliberate in using slow thinking to make sound decisions free of bias
- **Micro-inequities** are small and subtle behaviors that can have a large impact on the work culture and team dynamics
- **Inclusion** starts with “I” – lead from your seat with inclusive habits
- **Raise self-awareness** and be mindful of our behaviors and the effects on others
- **Make self-reflection** a habit to continue a growth mindset



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QUESTIONS?



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THANK YOU!



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