

Training workshop

Dealing effectively with Unconscious Bias - staff experience Outstanding working relationships

What is this training about?

No matter how fair-minded and accepting we think we are, we all hold some degree of bias. This doesn't make us 'bad', it simply makes us human. But this can affect behaviour and decision-making, often without us even realising it. And this can have a significant impact on staff recruitment, performance management, delivery of customer care and working relationships. However, the good news is that we can do something about it.

The 2019 inspection framework has key practical implications for promoting a respectful an inclusive culture where prejudice is actively tackled and where the principles of equality and diversity are nurtured. Actively tackling unconscious bias is therefore an essential part of your journey to outstanding and beyond – to be the 'best of the best'.

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 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?

It's essential to training staff in how to deal effectively with unconscious bias, 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 deal effectively with 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.

I would have no hesitation in recommending her for any organisation wanting to make a difference'.

Greg Wood, Staff Development Manager, Leicester College



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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 similar-to-me bias and confirmation bias
- explore the practical implications and the impact of unconscious bias on key aspects of the staff experience such as recruitment, performance management and working relationships
- explore keys and practical tools to deal effectively with 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?

This workshop can be delivered face-to-face or as an online session via Microsoft Teams.

Typically a 90minute, 2 hour or three hour workshop, which can be repeated during the day, this training can be a generic session or tailored, for example to HR, staff involved in recruitment and selection., or customer care staff

For workshops on **dealing effectively with unconscious bias in 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 at inspection. Christine has helped thousands of staff and managers 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.

