

Courageous Conversations



Objectives

- Discuss the impact of biases to our company, our employees and our customers
- Strengthen emotional intelligence by empathizing with employees who face biases
- Provide resources to help manage our own biases

Agenda

- Unconscious Bias
- Rules of Engagement
- Vignettes
 - Insert 1st vignette of choice here
 - Insert 2nd vignette of choice here
- Call to Action

Unconscious Bias

- Definition
 - Hard-wired
 - Cultural environment and life experiences
- Ways to Manage Biases
 - Identify them
 - Develop intercultural competence

Rules of Engagement



Rules of Engagement

You are part of a “brave zone”



Rules of Engagement adapted from the book *We Can't Talk About That at Work!* by Mary-Frances Winters (Berrett Koehler Publishers, 2017)

Rules of Engagement

Listen to understand



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Rules of Engagement

Pause and reflect



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Rules of Engagement

We're all working towards the same goal



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Scenarios



Call to Action



Scenario: **The Resume**



Scenario: **Basketball Team**



Scenario: **The Edit**



Scenario: **You Guys**



Scenario: **Loyalty**



Scenario: **New Car**



Scenario: **Left Out**



Scenario: **Over There**



Scenario: **That's Not My Name**



Scenario: **Botched Reservation**

