Make it Real

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Make it Real

To build an inclusive environment that respects and values differences, it is essential to look at our mindset and our behaviors. When we understand how biases influence our behavior, we can take action to create an inclusive culture – one where everyone can contribute, innovate, and provide solutions that customers love. Practicing and building inclusion takes effort. As with any new skill, it takes time and practice to increase our effectiveness. This worksheet will help you to start doing just that.

Reflect on the Unconscious Bias online course

**Action to take**

During the Unconscious Bias online course you learned some methods and background to understand unconscious bias, counter it, and support a diverse and inclusive culture where people are empowered to contribute fully.

Over the next week or two, take about 20 minutes to reflect on the questions below. Answer these questions and crystallize what these considerations look like for you and the people with whom you interact.

**Tips to help**

**Engage effectively with employees from different backgrounds and cultures**

- Think of the people you feel comfortable with and work effectively with; what is the reason for your comfort level and effective collaboration with these individuals?
- Now think of the people you feel less comfortable with or connect with less frequently; what could you do to connect better with these people?
- Reflect and create an action plan; do you value and actively seek diverse points of view? What could you do to better understand your internal and/or external customers?

**Demonstrating inclusive behavior**

- Ensuring everyone gets heard is a great first step to an inclusive environment. Reflect on each member of your team and think about:
  - Who gets heard on your team? Why might that be?
  - Who may not always be heard? Why might that be?
  - Is there any action you can take to respectfully encourage contribution and ensure different viewpoints are heard?

**Be curious and ask questions**

Make a habit of asking questions rather than making assumptions – this is a great way to uncover potential bias, and it shows people that you value them enough to want their input. Reflect on the following questions:

- Can you think of a time when someone has made an incorrect assumption about your preferences, capabilities, or background?
- Would your interaction have been improved if that person had asked a question instead?
- Action plan: When and how can you ensure you adopt a curious mindset and ask questions, to counter any assumptions you might be making?
Take the IAT

Action to take

Carve out 15 minutes to gain insights into your own potential unconscious biases by taking an Implicit Association Test (IAT). Then reflect on your results. Encourage people with whom you frequently interact to do the same.

Per the IAT site, “This test measures the strength of associations between concepts and evaluations (e.g., good, bad) or stereotypes (e.g., athletic, clumsy)”.

Tips to help

- Consider taking tests that are most relevant for your business environment. For example, gender, race, disability, and sexual orientation. While taking the test, position yourself in a quiet environment with no distractions. Reaction time in the test counts.
- After taking the IAT, think about the results. Did any of them surprise you? What areas do you plan to explore and learn more about? List 2-3 concrete actions you will take to address these biases. Set time on your calendar in 4 weeks to review your action plan and check your progress.
- For detailed information about the IAT research and unconscious bias, review this video by researcher Mahzarin Banaji.

Practice new behaviors

Action to take

We all have bias. It’s likely to show up almost every day for most people. Learning to take control of your unconscious bias won’t happen overnight – it’s a muscle that needs continuous and proactive attention, in order to become well defined.

Take 15 minutes per week to remind yourself of some of the tools which can help – then put them into practice as part of your business as usual. Note how using these impacts your interactions with others, and refine your approach as you go.