



Delta Concepts
Consulting, Inc.
SCOTT HORTON & ASSOCIATES

WORKSHOP OVERVIEW

Inclusive Leadership:

Understanding and Mitigating Unconscious Bias
Delta Concepts Consulting, Inc.

Executive Summary

Since leaving IBM as Director of Diversity and Inclusion Consulting in 2014, Scott has focused Delta Concepts Consulting, Inc. on *Understanding and Mitigating Unconscious Bias*. DCC's hallmark workshop, Inclusive Leadership, is a four-hour, facilitator led workshop that is highly experiential. Current unconscious bias training customers include: Coca-Cola, Capital One, SunTrust, UPS, The Southern Company, InterContinental Hotel Group, Legg Mason, and Newmont Mining.

The workshop is targeted toward disrupting biased decision making patterns in talent management and accomplishes the nearly impossible: participants unpack components of their background that have formed their biases, experientially learn how those biases influence their decision making, directly confront their organization's prevalent biases which inhibit inclusion, and face the reality of how their unconscious biases prevent the full utilization of their talent.

The workbook for Inclusive Leadership is intentionally minimal so that participants are drawn into the conversation and not into reading in their participant guide. In a fast paced four-hour format, participants engage in 5 modules; the first four each feature an activity designed to illuminate 4 core sources of unconscious bias:

- **Identity and Life Experience as a Lens of Bias**
- **Our Values as a Source of Bias**
- **Stereotyping: In and Out Group Bias**
- **The "Like Me Bias" or Affinity Bias**
- **The fifth and final module is focused action planning**

Linking the activities together: Neuroscience basics, Project Implicit, research studies, and techniques to re-wire and disrupt our patterns of thought.

Unique aspects of the Workshop

- There are no introductions, reading of course objectives, ground rules, agenda etc. at the kick off of the course. We jump right into a provocative activity.
- 10% “lecture”, 90% facilitated dialogue
- Only the absolutely necessary content is included in the workbook for the reason mentioned above.
- Each of the core modules has a memorable, unique activity at its core bringing participants to the acknowledgement of their biases without confrontation.
- Specific actionable behaviors are offered in the “action plan” to augment the individual’s specific and personal commitments in this section, at the end of the workshop.

Workshop Objectives

As a result of attending this workshop, the participant will:

1. Clarify their own diverse identity and life experiences which could influence decisions about others at work
2. Clearly understand how our personal values can be a strong source of bias and how to manage this process for greater inclusion
3. See the impact of the insider/outsider dynamic that is created from stereotyping various groups within organizations
4. Identify the role that unconscious bias may play in developing trust at work and create a plan to counteract the “Like Me Bias”
5. Develop a personally appropriate plan of action for minimizing and eliminating the impact of conscious and unconscious bias in the workplace

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