

Better Decision Making: challenging unconscious bias

Workshop for leaders

‘Cognitive biases muddy our decision making. We rely too heavily on intuitive, automatic judgements, and even when we try to use reason, our logic is often lazy or flawed.’

JACK B. SOLL, KATHERINE L. MILKMAN, AND JOHN W. PAYNE,
‘OUTSMART YOUR OWN BIASES’,
HARVARD BUSINESS REVIEW, MAY 2015.

WHY

We all want to make good decisions. But we often don't pay sufficient attention to how decisions are made, nor how unconscious biases impact those decisions. We automatically overlook different perspectives and thinking approaches in our rush to a solution.

But there is another way: approach decision-making mindfully by encouraging diversity – of background and thinking approaches – and checking for cognitive biases that impair our ability to objectively evaluate information.

In this workshop, we explore common biases that affect business decisions, including examples of how they have impacted real-life business outcomes. Leaders will be introduced to a framework to help challenge cognitive biases and improve the quality of decisions they make.

Common biases affecting business decisions

We explore action-oriented biases such as excessive optimism and overconfidence, two of the most common biases affecting business decisions. We take a look at biases related to perceiving and judging alternatives, such as confirmation bias, anchoring, priming and groupthink. You'll also be introduced to stability biases such as status quo bias and our preference for similarity, known as affinity bias. Stereotyping and stereotype threat are also discussed.

DELIVERABLES

After participating in this workshop, your leaders will have improved knowledge of:

- Why good decision-making and innovation rely on diversity - of background and thinking approaches
- What unconscious bias is, and how it influences our everyday decision-making, including interactions with peers and customers
- Practical steps to challenge unconscious bias
- How to create an environment of psychological safety and belonging, where team members feel safe to speak up, challenge the status quo and offer new ideas
- A decision-making framework applying ‘inclusion nudges’ to seek different perspectives and generate new ideas and solutions.

FACILITATION FORMAT

- 2.5hour face-to-face workshop for leaders at all levels, on client sites. Our approach is conversational and interactive, grounded in theory from behavioural economics, business psychology and organisation development.
- A webinar and e-learning solution are also available.

ABOUT US

Diversity Partners is a highly respected consulting firm, established in 2009, guiding organisations to create more diverse, inclusive, and flexible workplaces. We've worked with more than 200 clients in Australia, New Zealand, and the Asia-Pacific region, and educated thousands of leaders on the value of diversity of thinking and background for better decision-making and innovation.

For more information: please call our office on 1800 571 999 or email info@diversitypartners.com.au

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