



AHF NEW YORK CHAPTER
REPRESENTING HEALTHCARE FOODSERVICE
ADMINISTRATORS IN GREATER NEW YORK

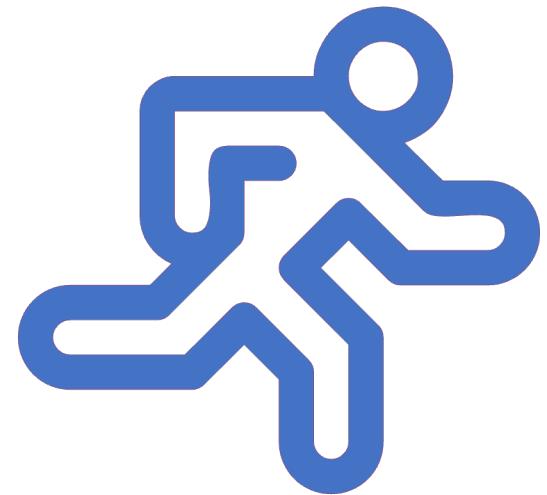


AHF-NY VIRTUAL EDUCATION SYMPOSIUM & VENDOR EXPOSITION JUNE 22, 2021

AN EXERCISE



STILL EXERCISING



ASPIRATIONS FOR TODAY



After participating in this conversation, I hope you leave with:

- An understanding of the neuroscience of implicit (unconscious) biases
- A self-assessment of individual implicit biases (we all have them)
- Tactics for recognizing and confronting bias in healthcare foodservice contexts

THE
CONVERSATION
WE'RE NOT
HAVING IN
FOODSERVICE:
***LEADING
FROM THE
INSIDE-OUT.***





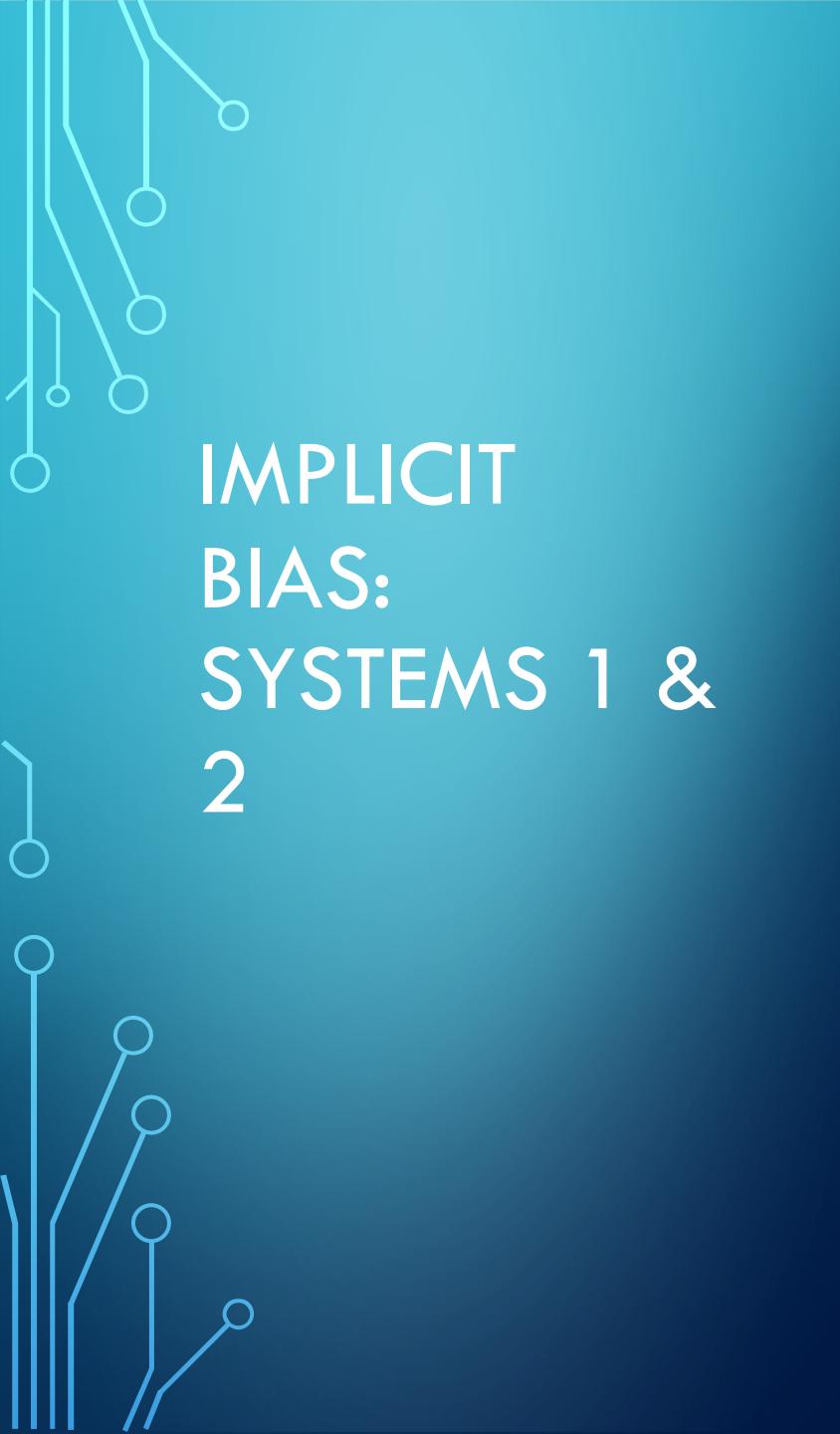
1ST POLLING QUESTION

- Select the ethnic and racial categories with which you most identify.



IMPLICIT (UNCONSCIOUS) BIAS

- ...the process of associating stereotypes or attitudes towards categories of people *without conscious awareness.*



IMPLICIT BIAS: SYSTEMS 1 & 2

Attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner (Staats, OSU, 2016)

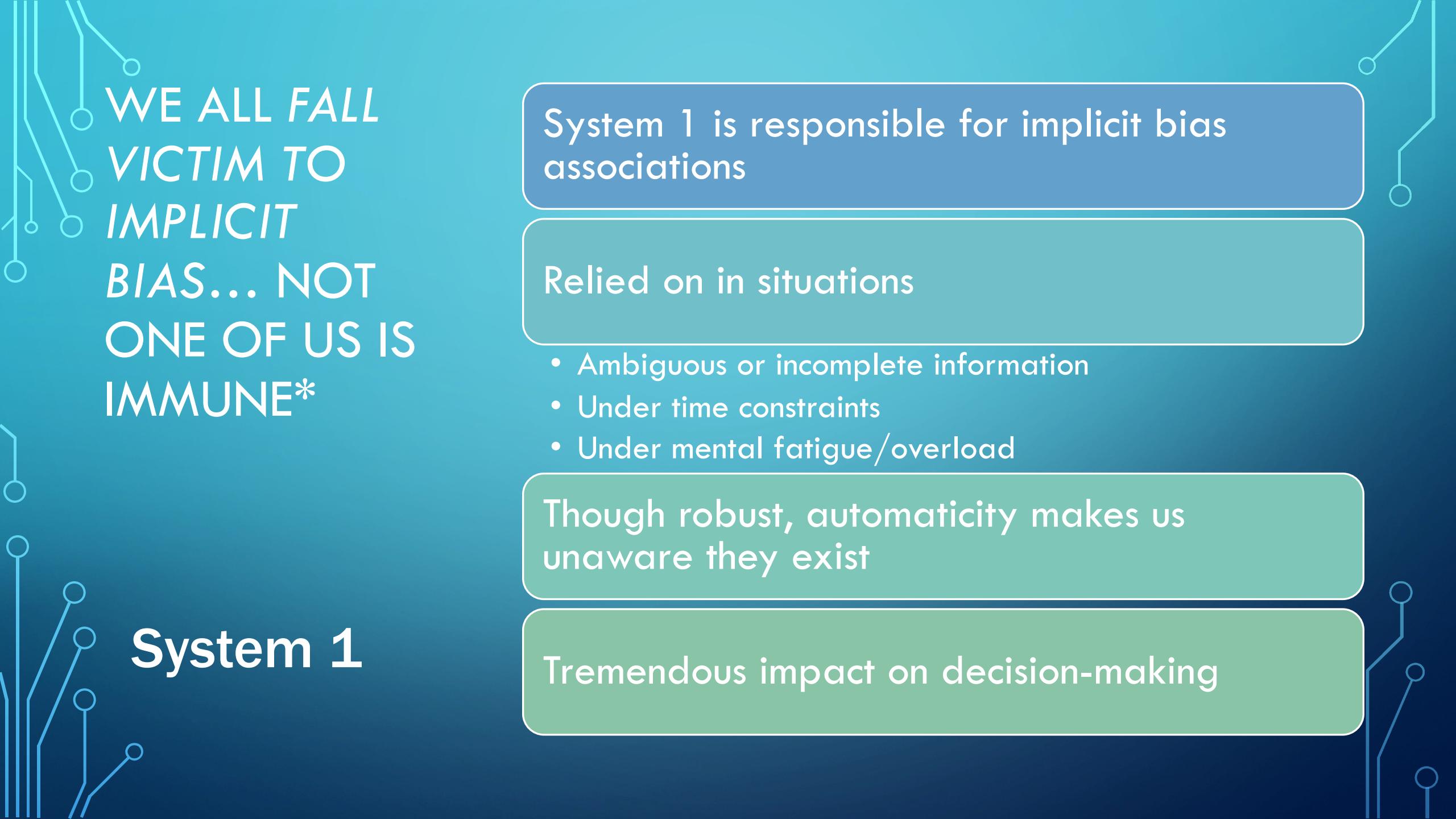
Impacts who we are and how we see the world

Contributes to disparate policing practices, lower quality healthcare, and inequity in the workplace.

Does not necessarily align with our explicit beliefs or intentions

Naturally aligns w/human cognitive functioning (Kahneman, 2011)

- System 1 handles cognition that occurs outside of conscious awareness (green means go at a traffic signal)
- System 2 is conscious processing (completing our taxes; developing a lesson plan)



**WE ALL FALL
VICTIM TO
IMPLICIT
BIAS... NOT
ONE OF US IS
IMMUNE***

System 1

System 1 is responsible for implicit bias associations

Relied on in situations

- Ambiguous or incomplete information
- Under time constraints
- Under mental fatigue/overload

Though robust, automaticity makes us unaware they exist

Tremendous impact on decision-making



IMPLICIT BIAS AS CONFIRMATION BIAS

- Unconscious tendency to seek information that confirms our preexisting beliefs
 - Even in face of contrary evidence

Bear hunters

Wilderness

Grunge

Unknown territories

Wine
Pride
Google
Apple
Cinema

UFO crash site

Hallelujah

Indians?

Rednecks?

The wizzard
of Oz

Al Capone
Car wrecks

Almost like
home

Stephen
King

Nice university

Skyscrapers

Obamaopolis

CIA

Highway patrol

pace

Huck

Finn

KKK

Dixie

Blues

Disneyland

Rocket science

Refugees from communist experiment

Communist experiment

Ganja

Paradise island

UNCONSCIOUS BIAS

Pacific Ocean

Cheap labour

Sombreros

Viva Zapata

Burritos

Not quite safe

Drugs

Pyramids

Auto-krauts

Opel Porsche
Mercedes Audi
BMW

Electro-nips

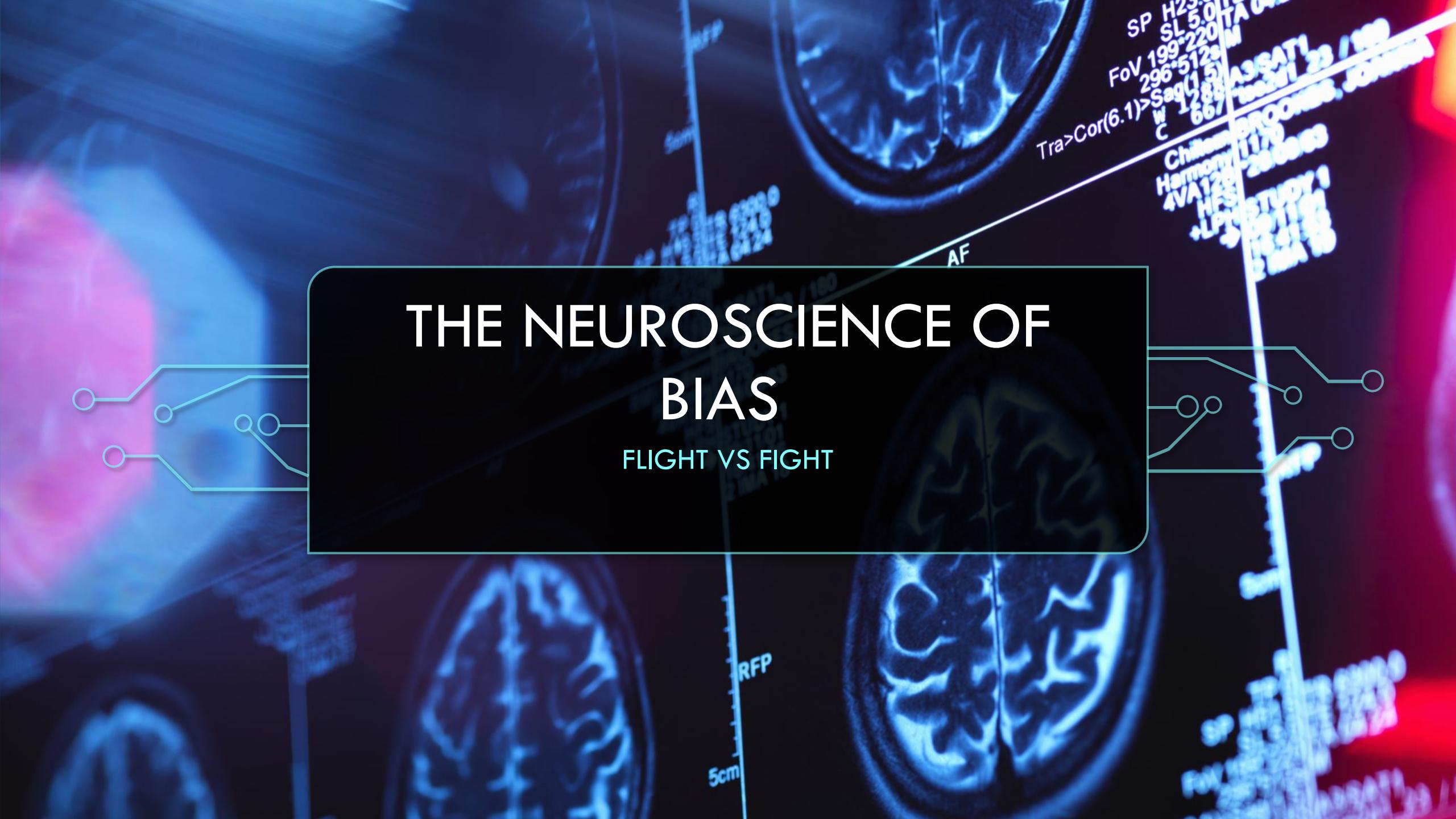
Sony Canon
Panasonic Toyota
Toshiba

Oil Oil

Bagdad-gas

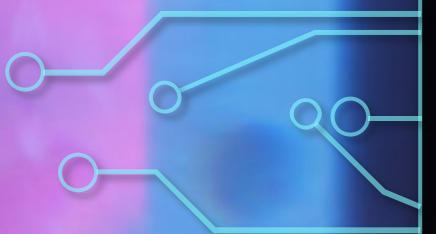
Oil Oil

Tali-mine
Iron Copper



THE NEUROSCIENCE OF BIAS

FLIGHT VS FIGHT



RFP
5cm

Mindfulness & Implicit Bias

- Neuroscientists believe bias stems largely from the amygdala
- Meditation research suggests it reduces amygdala reactivity over time
 - we're less susceptible to the immediate reactions and fear response your amygdala generates
- A recent APA study suggests 10 minutes of mindfulness meditation reduces automatic activations of negative associations
 - when white participants were exposed to pictures of Black people (Leuke & Gibson, 2016)



Implicit Bias

EX: Pair these flower types with positive words

- Orchid, sunflower, mums
- Beautiful, happy, decorative

Now, pair the same flowers with negatively associated words

- Orchid, sunflower, mums
- Dead, ugly, junky and filthy



2ND POLLING QUESTION

Can you recognize
implicit (unconscious)
bias when you see it in
others?



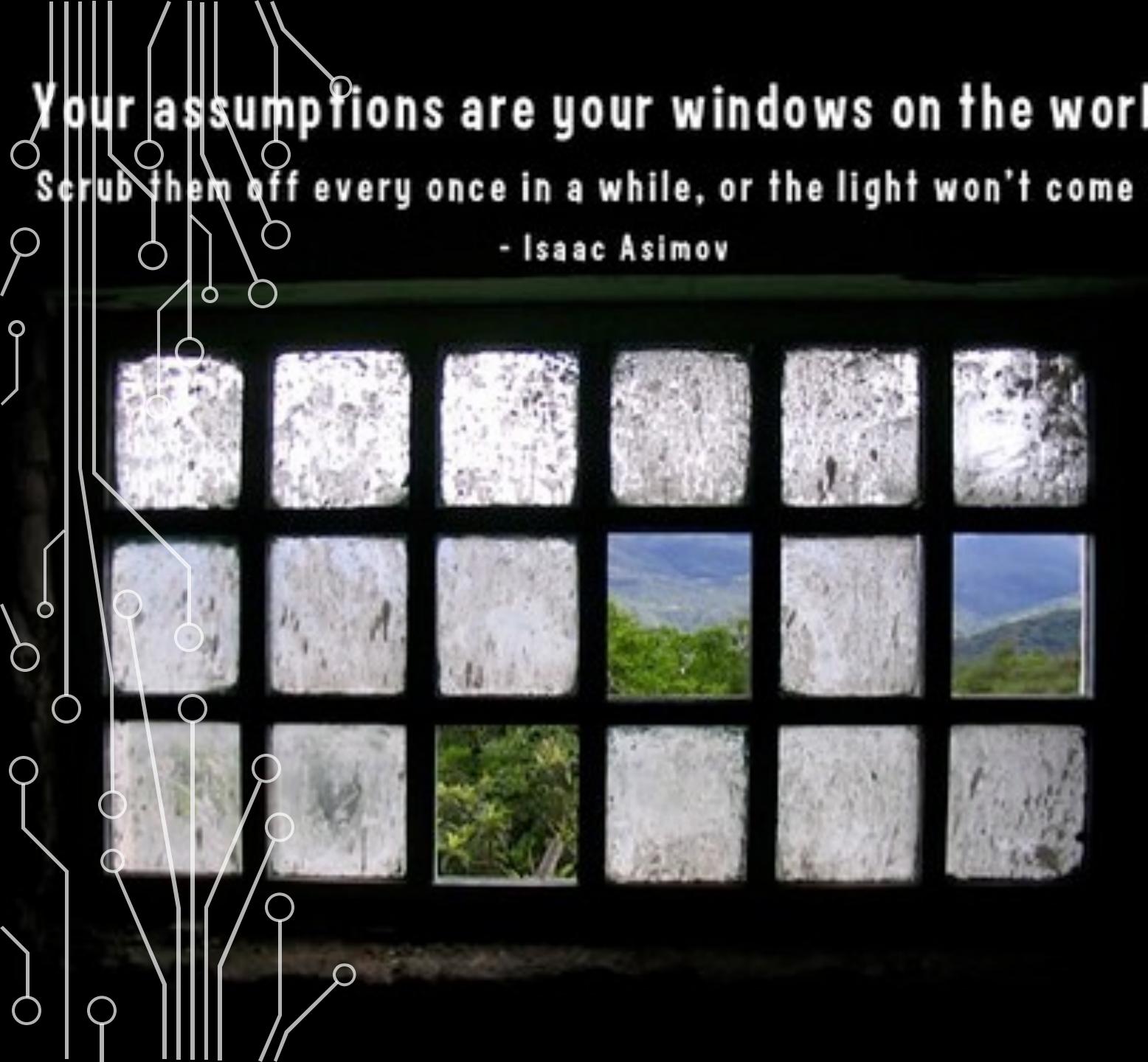
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3RD POLING QUESTION

1. When I think about actors and actresses, Native Americans do not come to mind.
 - a) Strongly disagree
 - b) Somewhat disagree
 - c) Neither
 - d) Somewhat agree
 - e) Strongly agree

4TH POLLING QUESTION

1. When I think about successful Americans, Native Americans do not come to mind.
 - a) Strongly disagree
 - b) Somewhat disagree
 - c) Neither
 - d) Somewhat agree
 - e) Strongly agree



CONNECTING IMPLICIT BIAS & STRUCTURAL RACISM:

- PRIMING.
- ASSOCIATIONS.
- ASSUMPTIONS.

PRIMING. ASSOCIATIONS. ASSUMPTIONS.

- An insidious cycle whereby the structural inequities produce inequitable outcomes which then reinforce harmful stereotypes about students of color and students living in poverty and which are then used to justify inequitable practices such as holding low expectations, academic tracking, and punitive discipline in schools.



RECOGNIZING AND CONFRONTING IMPLICIT BIAS

- **Confronting bias matters (Monteith & Hildebrand, 2021)**
 - Creates awareness in others of their biased responses
 - Makes nonprejudiced norms salient
 - Establishes identity safety cues for minoritized group members
- **But in order to confront you must recognize it**
 - Look in the mirror, first

AWARENESS BEGINS WITH YOU...

- Can you think of a time when you confronted or have been confronted with implicit bias?
- What was your response?

5TH POLLING QUESTION

Do you recognize
implicit (unconscious)
bias when you see it in
yourself?



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CONFRONTING UNCONSCIOUS BIAS

What the research says:

- Make the case for yourself that its worth it
- Know that as leaders for equity it is our responsibility to look at how our own biases and biases within our organizations contribute to structural inequities and advocate for policies that dismantle it



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ADDRESSING BIAS IN THE MOMENT

PREPARE

- Make the case for yourself that its worth it
- Increase bias literacy to recognize bias when you see it (read)
- Adopt an incremental mindset about reducing bias
- Be optimistic about taking it on

Excerpted from Monteith, PhD & Hildebrand, M.S. In their June 2021 presentation *Critical Conversations: Confronting Bias*

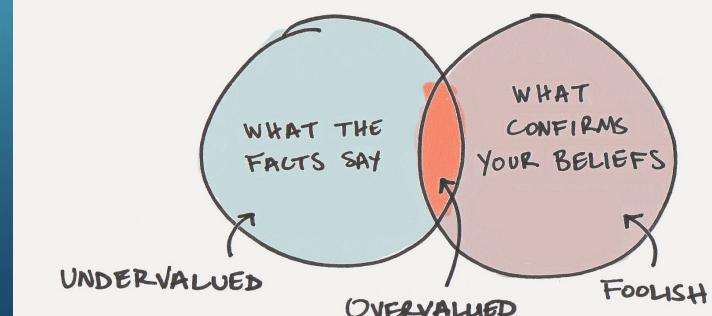
BE CONSCIOUS

- Member of a target group?
 - Prepare for being dismissed as a complainer
- Confronting sexism?
 - Prepare to be ignored if you have no evidence

POSITIVE FRAMING

- Be mindful and breathe
- Check your own biases
- Avoid hostility
- Maintain interaction and be prepared for defensive responses

THE CONFIRMATION BIAS



PREPARATION

Questioning: Did you just call her “girl”?

Noting Alternative: I believe she’s a woman, not a girl.

Directly Challenging: Really? Calling a woman a girl is a sexist thing to say.

Surprised Exclamation: I’m kind of surprised that you would say that!

White people, especially...SPEAK UP when you notice bias

BE CONSCIOUS

Target Group Confronter:

...Black person confronting anti-Black racism

Confronting Sexism:

...I noticed you used “she” to refer to the nurse

...As a leader, use counter-stereotypical images and word pairings in your conversations with

POSITIVE FRAMING

I know you value treating people fairly. You’ve shown this is a lot of ways. But when you said that Robert was going probably going to need remedial work, just based on knowing that he is Black.... That is a stereotyping Black students and it’s a problem.

Excerpted from Monteith, PhD & Hildebrand, M.S. In their June 2021 presentation *Critical Conversations: Confronting Bias*

THANK YOU!

