

INTRODUCTION

Welcome to the facilitator guide for *Beyond the Blindspot: Unraveling Unconscious Bias*. This guide serves as a comprehensive resource to help you effectively lead participants through the workshop, ensuring a structured and impactful learning experience.

What is a Facilitator Guide?

A facilitator guide is a detailed manual designed to provide you, the facilitator, with the tools, techniques, and insights needed to deliver a successful training session. This guide includes step-by-step instructions, key discussion points, activities, and supplemental materials that will support you in guiding participants through the content smoothly and confidently. Whether you are an experienced facilitator or new to this role, this guide is tailored to help you navigate the workshop with ease.

What You Will Learn

By utilizing this facilitator guide, you will gain:

1. **Comprehensive Understanding of Unconscious Bias:** Learn about the different types of unconscious biases, how they manifest in healthcare settings, and their impact on individuals and organizations.
2. **Effective Facilitation Techniques:** Discover strategies for creating a safe and inclusive environment where participants feel comfortable discussing sensitive topics. You will also learn methods for managing group dynamics and encouraging active participation.
3. **Engaging Workshop Activities:** Access a range of interactive exercises and real-life scenarios designed to help participants recognize and address their own biases. These activities are crafted to foster self-reflection and promote meaningful discussions.
4. **Communication Skills:** Enhance your ability to communicate complex concepts in a clear and approachable manner. This includes learning how to ask probing questions, provide constructive feedback, and facilitate critical thinking among participants.

5. **Resource Utilization:** Understand how to effectively use the provided materials, including slides, handouts, and multimedia resources, to enrich the learning experience and reinforce key messages.

By the end of this guide, you will be equipped with the knowledge and skills needed to help participants recognize and mitigate unconscious biases, ultimately contributing to a more inclusive and equitable environment. This facilitator guide is your roadmap to achieving these goals and making a meaningful difference.

There are two versions of this workshop available: a PowerPoint version and a Prezi version (compatible with both MAC and PC). The PowerPoint version is easily editable, allowing you to tailor the content as needed. On the other hand, the Prezi version, while not editable, offers a more dynamic and engaging presentation. Both versions have unique elements, so feel free to review each and choose the one that best suits your workshop needs.

WHY UNCONSCIOUS BIAS

Unconscious bias workshops are essential for doctors and healthcare professionals because they directly influence patient care and outcomes.

1. **Improving Patient Care:** Reducing biases helps healthcare providers make fairer, more consistent clinical decisions, improving the quality of care for all patients.
2. **Enhancing Communication and Trust:** Awareness of biases promotes better patient-provider interactions, fostering trust and understanding.
3. **Reducing Health Disparities:** Addressing biases helps reduce treatment disparities, ensuring equitable care for marginalized communities.
4. **Promoting Cultural Competency:** Workshops help healthcare providers respect and understand diverse cultural backgrounds, improving patient care.
5. **Professional Development:** Training supports self-reflection and continuous learning, enhancing medical practice standards.
6. **Fostering Inclusive Environments:** Bias training contributes to a supportive, inclusive workplace, improving team dynamics and job satisfaction.

FACILITATING THE WORKSHOP

Facilitating an unconscious bias workshop requires careful planning and execution to create a productive and supportive learning environment. Here are some effective techniques to help you lead a successful workshop:

1. Establish a Safe and Inclusive Environment

Begin the workshop by setting ground rules to create a safe space where participants feel comfortable sharing their thoughts and experiences. Emphasize the importance of confidentiality, respect, and open-mindedness. Encourage participants to listen actively and speak from their own experiences rather than generalizing about others. This foundation fosters trust and openness, essential for meaningful discussions on unconscious bias.

2. Use Engaging and Varied Activities

Incorporated in this workshop is a mix of activities to keep participants engaged and to cater to different learning styles. You can be flexible with the activities based on number of participants, style of workshop (ex. virtual). Use icebreakers to build rapport, interactive exercises to illustrate key concepts, and small group discussions to allow for deeper exploration of personal experiences and perspectives. Role-playing the scenarios presented in the workshop can help participants practice responding to biased situations, while reflective journaling encourages self-awareness and personal growth.

3. Facilitate Open Discussions

Encourage open dialogue by asking thought-provoking questions and allowing ample time for discussion. Use open-ended questions to prompt participants to think critically and share their insights. For instance, ask, "Can you recall a time when you witnessed or experienced bias in a healthcare setting? How did it affect you?" Listen actively to participants' responses, validate their experiences, and guide the conversation to ensure it remains respectful and productive.

4. Provide Educational Content

Present key information about unconscious bias, including definitions, examples, and research findings as clearly as you can. The use of multimedia resources such as videos, slides, and research were meant to illustrate concepts and help maintain

interest. Break down complex ideas into digestible segments and relate them to real-world scenarios that participants can relate to if needed and cater your content to your audience.

5. Encourage Self-Reflection

Self-reflection is a crucial component of addressing unconscious bias. Encourage participants to reflect on their own biases by engaging in reflective exercises. Ask them to consider questions like, "What are some of your own unconscious biases, and how might they affect your interactions with patients?" This self-awareness is the first step toward meaningful change.

6. Model Effective Communication

Demonstrate effective communication skills throughout the workshop. Use inclusive language, maintain eye contact, and show empathy in your responses. Be mindful of your body language and tone, ensuring they convey openness and non-judgment. Your behavior sets the tone for the workshop and serves as a model for participants.

7. Manage Group Dynamics

Be prepared to manage group dynamics and address any conflicts that arise. Stay neutral and impartial, mediating disputes calmly and fairly although they are unlikely to occur. Acknowledge differing opinions and find common ground to move the discussion forward.

8. Gather and Provide Feedback

Conclude the workshop by gathering feedback from participants. Use surveys or open discussion to understand what aspects of the workshop were most and least effective. Provide participants with resources for further learning and encourage them to continue the conversation beyond the workshop. Use the feedback to refine future workshops, ensuring continuous improvement in your facilitation techniques.

By implementing these techniques, you can create a dynamic and impactful workshop that empowers healthcare professionals to recognize and address unconscious biases, leading to more equitable and compassionate patient care.

INTRODUCTION AND LEARNING OBJECTIVES

The introduction of a workshop is essential as it sets the tone and atmosphere, creating a welcoming and engaging environment where participants feel comfortable and ready to learn. It provides context by offering an overview of the workshop's purpose and relevance, particularly important for topics like unconscious bias in healthcare, where understanding the impact on patient care is crucial. Additionally, the introduction helps build rapport between the facilitator and participants, establishing a connection and credibility. By outlining the workshop's structure, including the agenda and schedule, participants know what to expect, contributing to a smoother and more organized experience. An engaging introduction can also pique participants' interest and encourage active participation right from the start.

Learning objectives, on the other hand, are vital as they provide a clear focus for both the facilitator and participants. They outline what participants should know, understand, or be able to do by the end of the workshop, ensuring everyone stays on track. Objectives serve as benchmarks for evaluating the workshop's success, offering measurable outcomes for assessing progress. Clearly defined objectives inform participants about the expected outcomes, helping them understand the purpose of each activity. This clarity can boost motivation, providing a sense of direction and purpose. Learning objectives also help in organizing the content logically, making it easier for participants to follow and retain information, and facilitate assessment by ensuring all elements of the workshop are purposeful and aligned with the desired outcomes.

WHAT IS A BIAS? WHAT IS UNCONSCIOUS BIAS?

This segment of the workshop offers flexibility and encourages facilitator creativity. For online sessions, breakout rooms can be utilized to enable participants to discuss biases in small groups, with a follow-up where they share their insights with the larger group. In an in-person setting, this can be facilitated through open dialogue. The primary goal of this section is to foster discussion and allow participants to learn from each other's perspectives.

PSYCHOLOGY IN UNCONSCIOUS BIAS

Psychology plays a significant role in understanding unconscious bias. Although psychology may not be a frequent topic in day-to-day medical practice, it is crucial for grasping key concepts related to bias. This portion of the workshop introduces participants to the work of William Cunningham, a distinguished psychologist with extensive experience in the field. His research provides valuable insights into unconscious bias, offering an intriguing and enlightening perspective to enhance the workshop.

THE LAB DECOY VIDEO: 6 PHOTOGRAPHERS, 1 MAN

This is a prime example of how biases can appear seemingly harmless. These photographers, all aiming to create the best possible image for their client, unintentionally let their biases influence the final photographs. Despite capturing the same individual, the resulting images varied significantly, reflecting the photographers' underlying biases. This demonstrates that not all biases manifest as overt acts of insensitivity; even well-intentioned actions can be subtly shaped by personal biases.

Ask the participants their thoughts. Comment on how each photo turned out and the comments the photographers were making. This video should allow for great discussion and opinion so as little or as much time can be spent on this part as it usually sparks great conversation.

TYPES OF BIAS AND SCENARIOS

The bias scenarios can be approached in multiple ways. Ideally, participants should role-play these characters and then share their insights with the group. For smaller groups, facilitators can present the scenarios and solicit feedback. These scenarios, taken from an e-learning on the Royal College of Surgeons website, may appear specific but illustrate biases that can manifest in various aspects of our medical careers. The goal of this activity is to understand the impact of biases on doctors and the effects these biases can have.

[Here](#) is the link for the e-learning. It is a free resource and can be shared with the group if they are interested in doing the online course which could be helpful for portfolios and individual learning.

EMPATHY

Empathy and unconscious bias are deeply interconnected, influencing how individuals perceive and interact with others. Empathy involves understanding and sharing the feelings of others, which helps individuals become more aware of their unconscious biases. By fostering empathy, people can bridge perceptual gaps, reduce reliance on stereotypes, and focus on individuals rather than generalizing based on group characteristics. This awareness and understanding encourage inclusive behaviors and improve communication and relationships, helping to counteract the effects of unconscious biases.

Promoting empathy leads to personal growth and a more inclusive organizational culture. Empathetic individuals and leaders are better equipped to recognize and address biases, advocate for diversity, and support fairness and equality. By fostering an empathetic environment, we can reduce unconscious biases, enhance interpersonal interactions, and create supportive and equitable social and professional settings.

[Here](#) is the link for the article which highlights the individual research that the workshop references. As NHS workers we have access to research online via websites like open Athens as an example. If participants in the workshop are interested in learning more about the research referenced, they can access each research through the different channels available to us online.

In this part of the workshop allow participants to share their thoughts on empathy, share stories and see how they view empathy as doctors. This topic isn't talked about enough (in detail) in medicine, so this opens up opportunities for insightful discussions.

[This video](#) is very short but makes the understanding of empathy fun and easy,

7 STEPS FOR DEFEATING BIAS IN THE WORKPLACE

To conclude the workshop, these seven steps provide participants with clear actions to implement change in the workplace. Engage the audience with each step by encouraging them to share examples and thoughts, and brainstorm scenarios to spark lively and meaningful discussions.

TO CONCLUDE

This workshop is designed to be flexible, allowing facilitators to customize and improvise based on their unique audience and setting. The goal is to provide insightful content that sparks meaningful conversation and self-reflection. Facilitators are encouraged to incorporate additional scenarios, videos, or interactive activities to enhance the experience and make the workshop truly their own. By adapting the workshop to fit their style and the needs of their participants, facilitators can ensure a more engaging and impactful session on unconscious bias.

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