

1

Active Listening

Don't just hear what is being said. Try to truly listen. Remove all distractions. Listen to the speaker's signs and sounds. Paraphrase what you heard.

2

Non-Verbal Communication

Pay attention to the visual element of communication to interpret the message as it is intended to be received. Pay attention to tone (how people sound as they speak) and emotions (feelings people use to emphasize their message).

3

Remove Barriers

Barriers can include body language & gestures, words, tone of voice, past-experience, education, and emotional state. Speaker and listener biases can impact what is said and what is heard. These biases can create barriers to effective communication.

4

Question & Learn

Push through your biases by remaining open and curious. Be willing to actively listen as you receive answers and learn more from the speaker. Use the tools you have available to you. Build your confidence. Work on team inclusion and respect. Embrace D&I as mission critical.



Tips & Tools

Tools for the Individual

Before You Engage

- ✓ Understand your Implicit Bias
- ✓ Increase your Cultural Competency
- ✓ Understand your Communication Preferences

When You Engage

- ✓ Use Active & Effective Listening
- ✓ Ask "Open" Questions & Address Misunderstanding
- ✓ Minimize Microaggressions



Tools for the Workplace

- ✓ Use Inclusion & Respect at Values
- ✓ Promote the concept of "Upstanders"
- ✓ Embrace the D&I Learning & Performance Competencies

Inclusive Listening: Pushing through Our Bias

Four Actions of Inclusive Communication



Implicit Bias Defined

Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.

Key Characteristics

- ✓ It is pervasive, meaning everyone has them.
- ✓ It is distinct from explicit bias.
- ✓ It may not align with your declared beliefs.
- ✓ It generally favors the “in-group”.
- ✓ It is malleable, which means we can change them.

-Kirwan Institute for the Study of Race & Ethnicity, The Ohio State University



Why, When, & How

Implicit bias is a brain science and occurs when our brain automatically uses its System 1, unconscious thinking, to assist in decision making.

We are more likely to use implicit bias when we are rushed, stressed, distracted, or pressured.

Developed over the course of a lifetime through exposure to direct and indirect messages, your implicit bias was created by your grown-ups and their privilege, your education, culture, your profession and networks, and the media.



More Concepts

Microaggression: a comment or action that subtly and often unconsciously or unintentionally expresses a prejudiced attitude toward a member of a marginalized group *-Webster Dictionary*

Privilege: a special right, advantage, or immunity granted or available only to a particular person or group of people *-Webster Dictionary*



Tips & Tools

- ✓ **Self Awareness:** Take the Project Implicit Test at <https://implicit.harvard.edu/implicit/>
- ✓ **Education:** Keep learning, build your Cultural Competence
- ✓ **Experience & Exposure:** Confront your attitudes & stereotypes by exploring difference

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Implicit Bias