

What does Equality and Diversity really mean, and how do we teach it?

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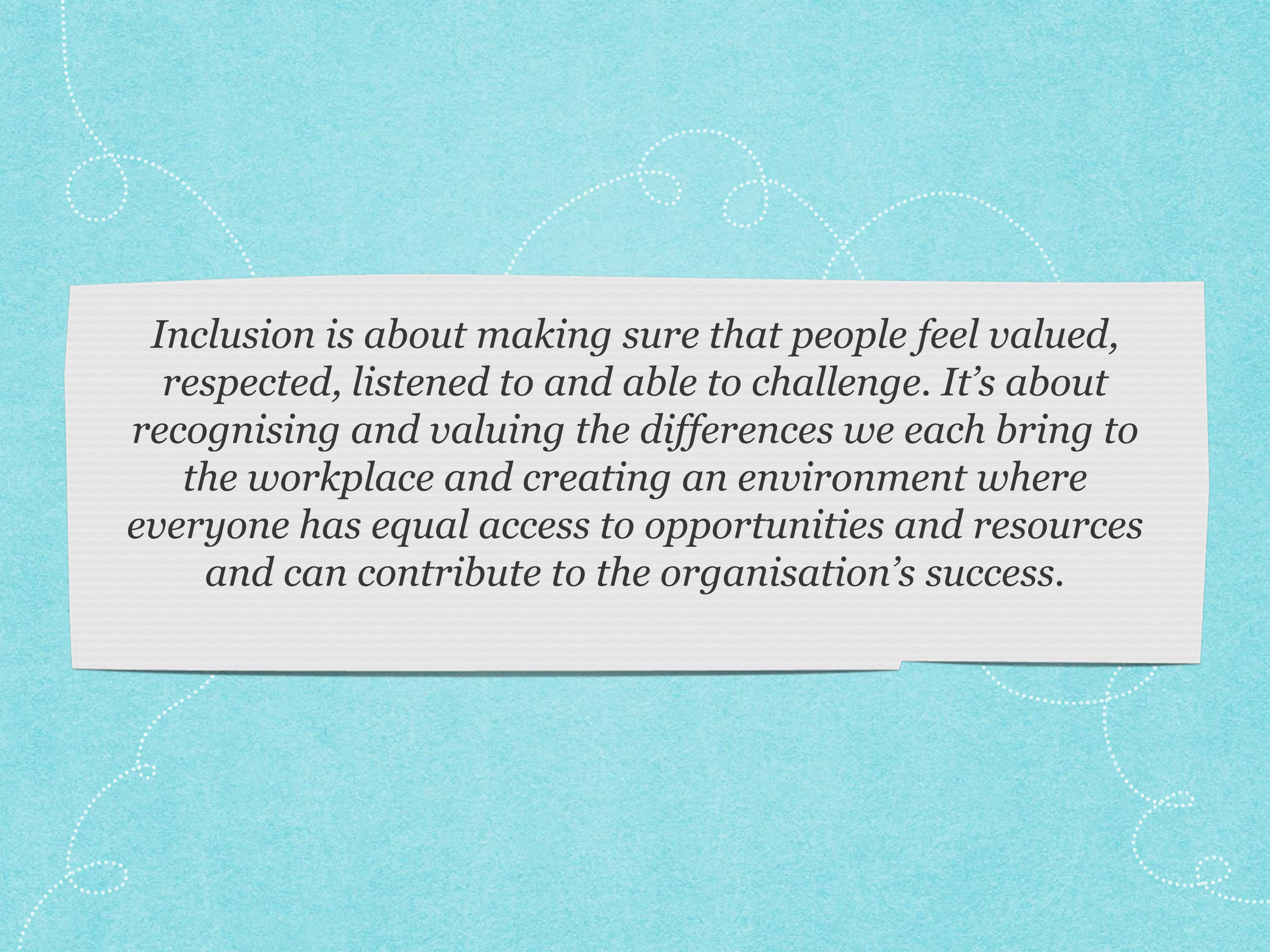


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The ability to understand, appreciate, and interact with persons from cultures and/or belief systems other than one's own, based on various factors...



Inclusion is about making sure that people feel valued, respected, listened to and able to challenge. It's about recognising and valuing the differences we each bring to the workplace and creating an environment where everyone has equal access to opportunities and resources and can contribute to the organisation's success.



- ▶ **> 11 million bits of information**
 - ▶ **90% thought processes happen automatically**
 - ▶ **mental shortcuts (heuristics) become necessary**
-
- ▶ **safe/unsafe, like/dislike, approach/withdraw, save energy**



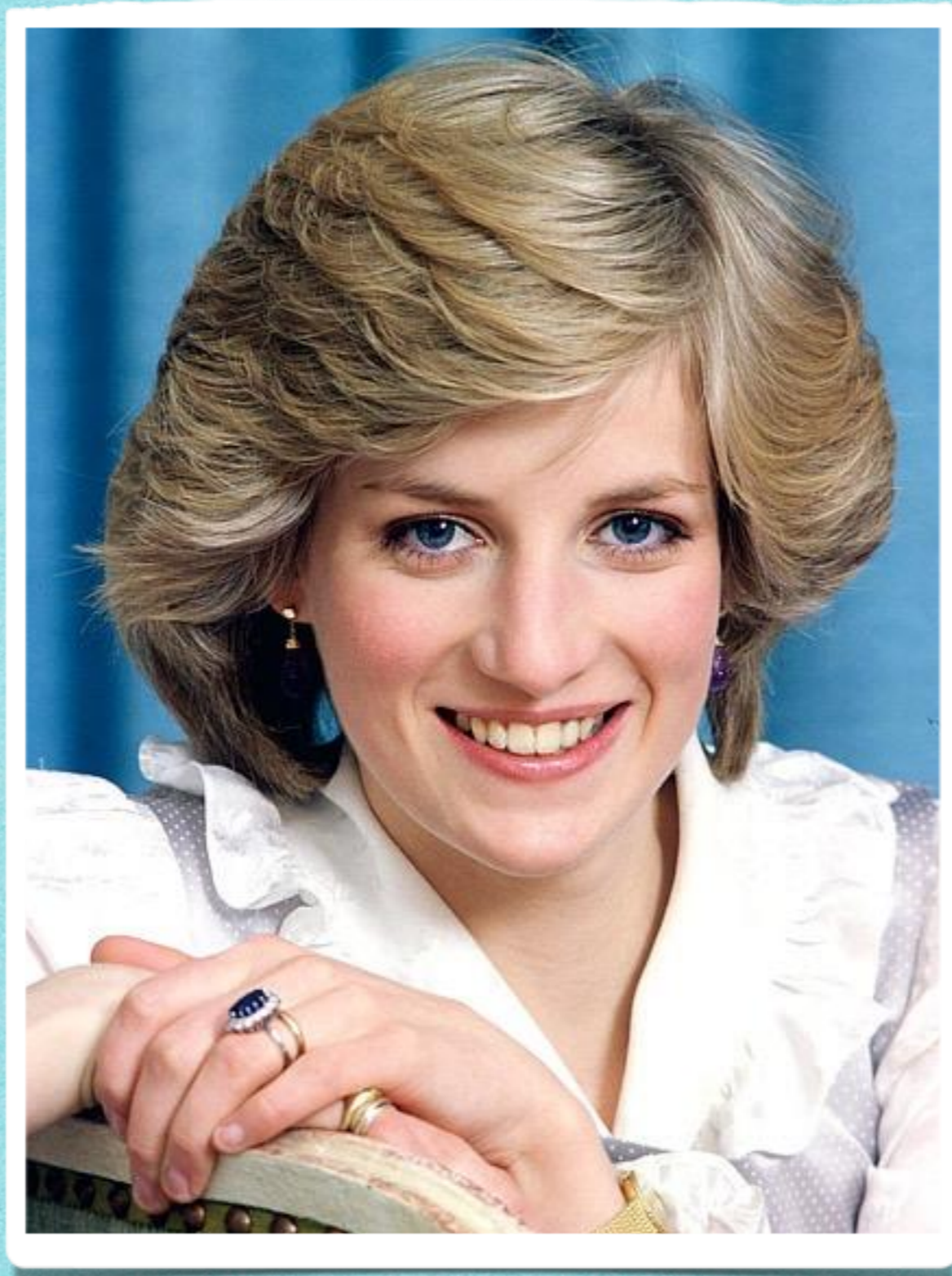
A 17 year old boy is taken out for a driving lesson by his father. A dog runs out into the road and the boy swerves violently to avoid it. Straight into the path of an oncoming bus. When the ambulance arrives, the crew find that the father has been killed outright. The boy has multiple injuries. On arrival into the resuscitation area, the trauma team are ready. The surgeon rushes into the room, and is heard to cry out,
“Oh my God, that’s my son!”

- ▶ conformity
- ▶ homogeneity
- ▶ “us and them”
- ▶ selective attention - good and bad









▶ conformity



▶ homogeneity



▶ “us and them”

▶ selective attention - good and bad

▶ **biases**

cognitive bias

- ▶ *“systematic thinking error affecting decisions or judgements”*
- ▶ universal
- ▶ over 150 common biases identified
- ▶ may be in direct conflict with our rational intentions

cognitive systems

system 1

- ▶ fast
- ▶ uncontrolled
- ▶ effortless
- ▶ associative
- ▶ unconscious
- ▶ skilled
- ▶ powerful



system 2

- ▶ slow
- ▶ logical
- ▶ deductive
- ▶ self-aware
- ▶ effortful
- ▶ concentrated
- ▶ rule-following

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headstrong

Feisty

Bossy

abrasive

pushy

emotional

bubbly

determined

Brave

Assertive

candid

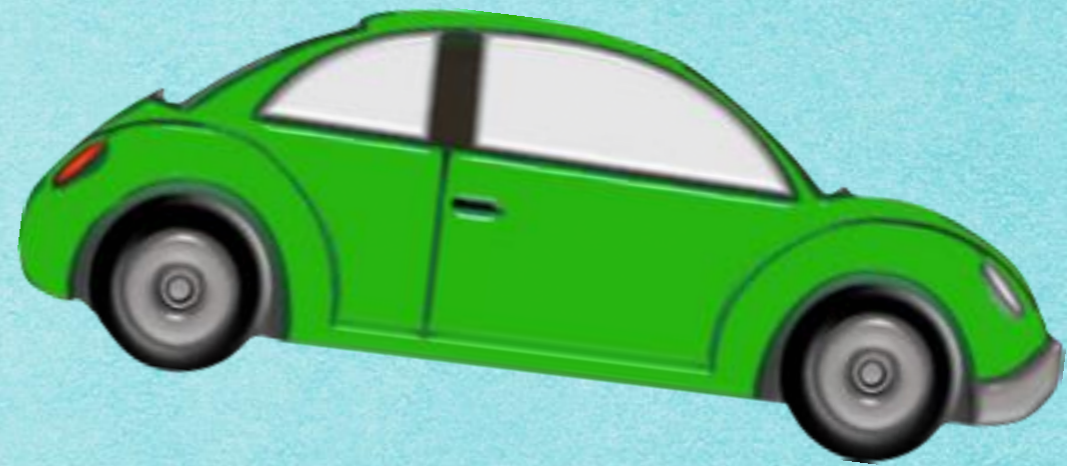
Decisive

Passionate

charismatic

other common biases

- ▶ **over-confidence**
- ▶ **confirmation bias**
- ▶ **fundamental attribution bias**



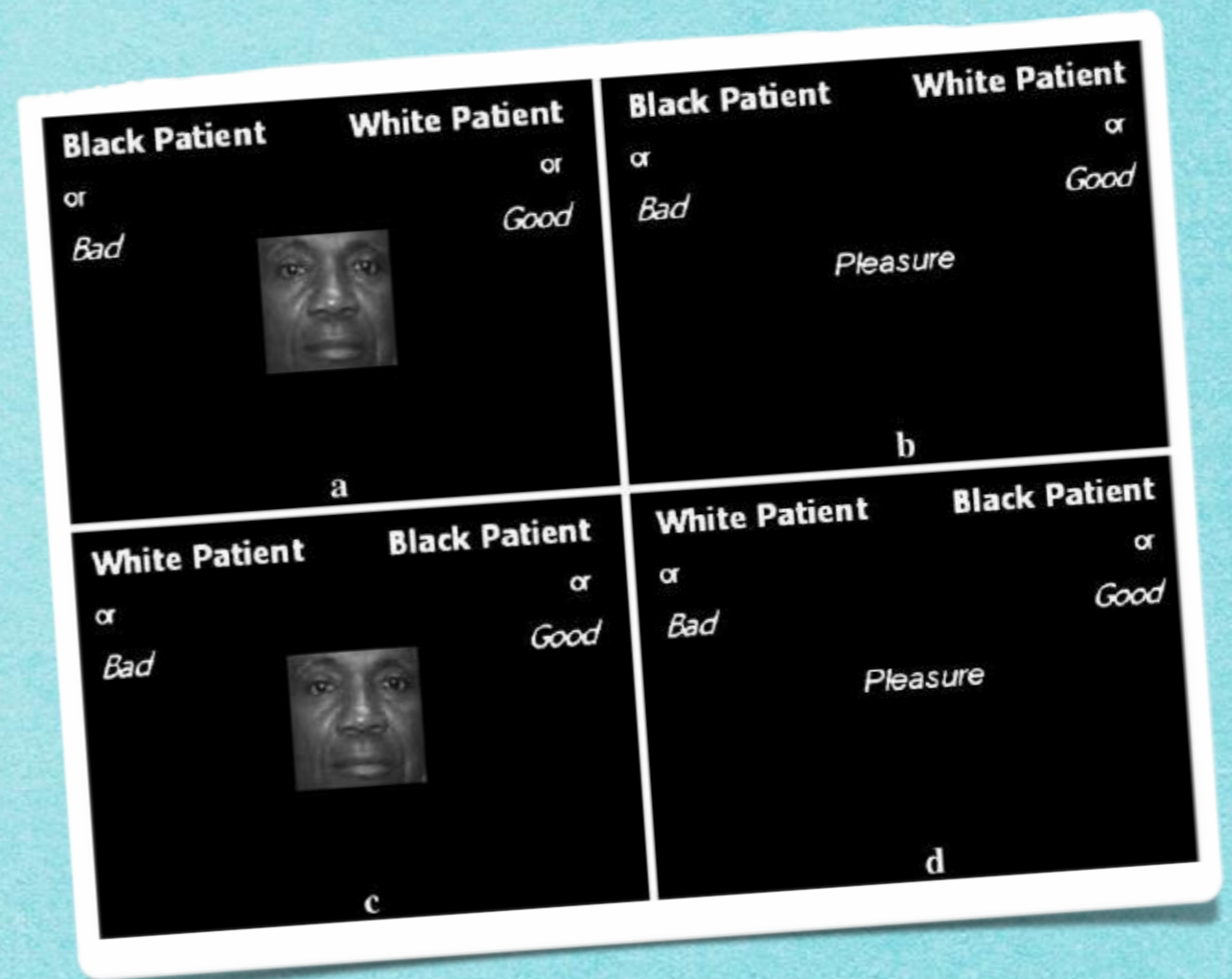
Biases affecting inclusion

- ▶ “like me” bias
- ▶ in group / out group bias



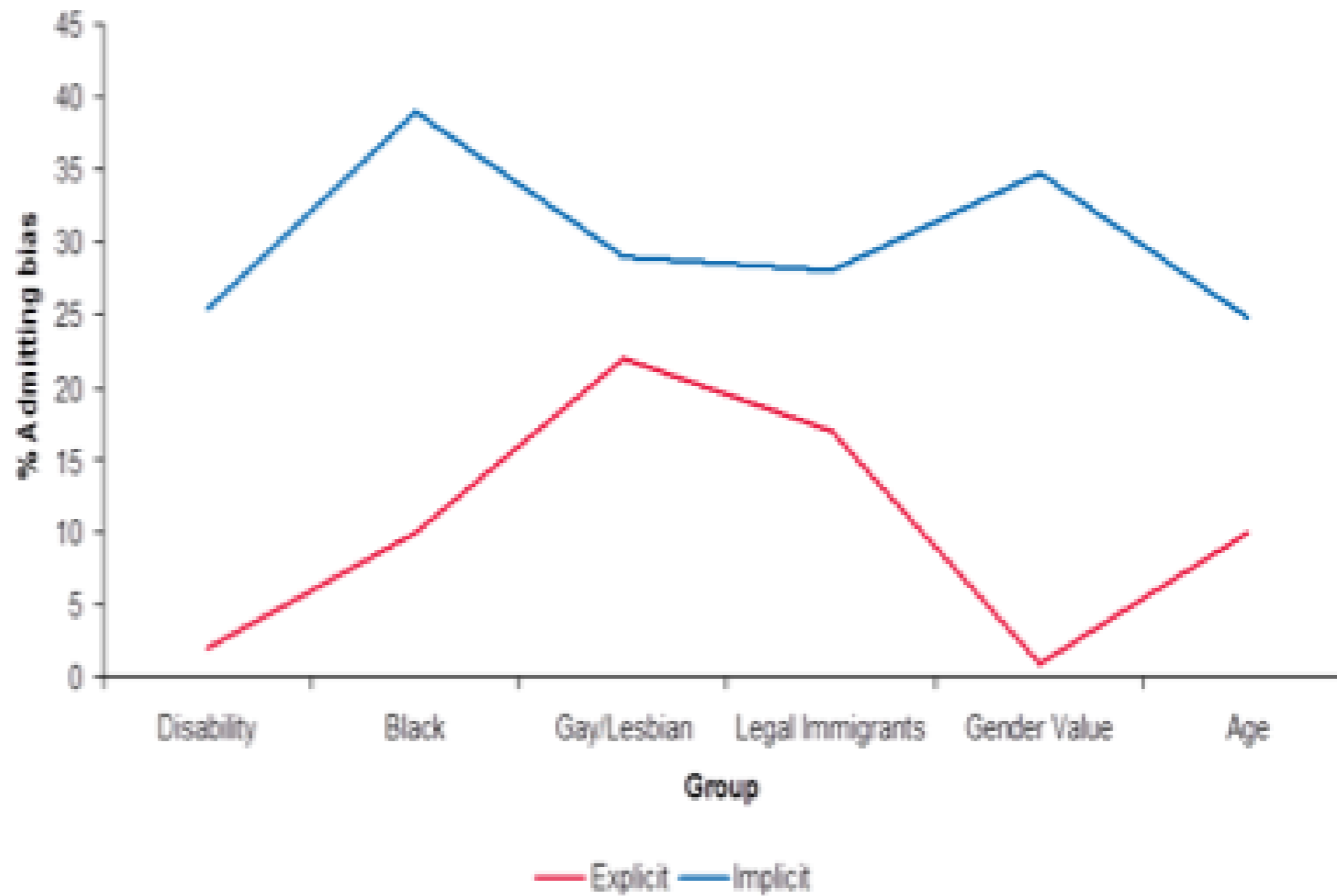
Implicit Association

“automatic association between mental representations of objects (concepts) in memory”



Research responses

[Abrams, D and Houston, D., 2006]



Combating bias

- ▶ collect data
- ▶ define desired outcomes
- ▶ conscious decision-making
- ▶ document learning
- ▶ quality improvement – **realise benefits**



Suggested reading

- ▶ **Inclusion Nudges Guidebook - Nielsen & Kepinski**
- ▶ **The Inclusion Imperative – Stephen Frost**
- ▶ **The Value of Difference - Binna Kandola**
- ▶ **3 Keys to Defeating Unconscious Bias - Sondra Thiederman**

