



Session II B, July 17-19, 2017

23. From Unconscious Bias to Emotional Intelligence: Personal and Organizational Transitions

After decades of diversity and inclusion work, organizations continue to approach these issues as an individual training challenge. This class recognizes the need for both individual and organizational change for effectiveness. We will begin by exploring the concepts and research related to unconscious bias, offering you an opportunity to identify and understand both your own personal areas of bias as well as biases that exist within your organization. You will learn tools for reducing bias by understanding and increasing emotional intelligence in the areas of affirmative introspection, self-governance, intercultural literacy and social architecting. We will use interactive exercises to apply concepts to both personal development as well as organizational change strategies.

Designed for: Change agents and those in charge of professional development, leadership, and personal transformation in organizations; HR leaders and those who plan and lead diversity initiatives; and trainers and consultants who wish to use concepts and techniques of emotional intelligence in their work.

Workshop Objectives

You will have the opportunity to:

- Identify why and how unconscious bias occurs and its impact on individuals and organizations
- Gain tools, skills, and strategies for managing unconscious bias at both personal and organizational levels
- Learn the four arenas of emotional intelligence and apply emotional intelligence competencies to reduce unconscious bias at both the personal and organizational level

Learning Activities

- Taking the Implicit Association Test and using class time to discuss and understand the results
- Exploring methods for managing unconscious bias and committing to an action plan
- Taking an assessment of your organization's culture on emotional intelligence and diversity
- Learning and practicing tools to manage unconscious bias by employing emotional intelligence and diversity strategies both personally and organizationally



Dr. Anita Rowe is a partner in Gardenswartz & Rowe, where for over 30 years she has helped a variety of regional and national clients manage change, handle stress, build productive and cohesive work teams, and create intercultural understanding and harmony in the workplace. She has helped clients such as Cox Communications, Starbucks, Shell, Boeing, and the IRS manage diversity and create cultures of inclusion. Anita and her partner, Lee Gardenswartz, have co-authored a series of articles and books on diversity themes, including *Managing Diversity: A Complete Desk Reference and Planning Guide*; *The Managing Diversity Survival Guide*; *The Diversity Tool Kit*; and *Diverse Teams at Work*. She is also a co-author of *The Global Diversity Desk Reference: Managing an International Workforce*.

Dr. Donna M. Stringer was the founder and president for 27 years of a successful organization development company in Seattle, which specialized in cross-cultural issues. A social psychologist with over 40 years of experience as a manager, teacher, researcher, and writer, Donna specializes in cross-cultural instructional design, team building, and culture change strategies for organizations in the U.S., Asia, Latin America, and Europe. She has co-authored three books: *52 Activities for Exploring Values Differences*, *52 Activities for Improving Cross-Cultural Communication*, and *52 Activities for Successful International Relocation*. She has written articles on preparing the next generation of diversity trainers for the 2007 Pfeiffer Annual Training Series and on preparing global leaders for the 2012 Pfeiffer Annual Training Series. Her most recent publications include a chapter on *Diversity and Inclusion* for the *Multicultural America Encyclopedia* and chapters on *Generational Diversity* and *Global Diversity Management* for the *Encyclopedia of Intercultural Competence*. She was acknowledged as a "Diversity Legend" by the *International Society of Diversity and Inclusion Professionals* in 2012.



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