

### Bias and how it impacts teams



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Session 2

**STRIDE** **ICELS** **DRIVE** **University of Massachusetts Medical School**  
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### Why are we here?

- Our society
- ISPARC data
- STRIDE
- Simulation
- The context
- Your framing
- Response to systemic racism in healthcare
- Means to improve relational skills such as communication

**AWARENESS**

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"Long-standing systemic health and social inequities have put some members of racial and ethnic minority groups at increased risk of getting COVID-19 or experiencing severe illness, regardless of age."



Credit: Boston Globe

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/racial-ethnic-minorities.html>

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## iSPARC data

		2019		2020	
		% Favorable Responses [Strongly Agree or Agree]		% Favorable Responses [Strongly Agree or Agree]	
	Construct	Faculty	Staff	Faculty	Staff
7. At ISPARC, I have opportunities to work successfully in settings with diverse colleagues.	Cultural Competence	70%	70%	46.2%	61.3%
11. I believe ISPARC manages diversity effectively.	Cultural Competence	40%	55%	69.3%	56.6%
15. At ISPARC, I receive support for working with diverse groups and working in cross-cultural situations.	Cultural Competence	40%	40%	41.6%	45.1%



## Reflection

- Considering your self-assessment, IAT and iSPARC data, what would help to improve interactions in your team?
- With community members?



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# STRIDE

Strengthening Translational Research In Diverse Enrollment

Goal: to increase the diversity of participants in clinical trials and help meet overall recruitment targets, without generating undue burden.

## Focusing on the influence of storytelling and the power of simulation to address bias

<https://strideproject.org/>

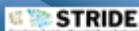


## Simulation supports authentic learning

Tell me and I will forget  
Show me and I may remember  
Involve me and I will understand

Step back and I will act

-Kung Fuzi (Confucius 551-479BC)



## Foundations and Impact of Implicit Bias

## Session 2 part 2

Thanks to Dr. Carla Carten



## Roadmap

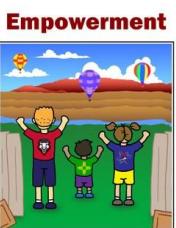
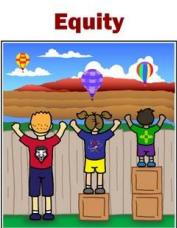
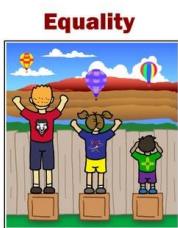


- Shared language and goals
- Foundations of Bias
- Our own identities
- Considering implicit bias

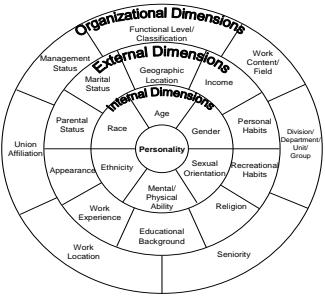
## Language is important and complex



Our goals: enhancing equity and empowerment



## Understanding Our Social Group Identities



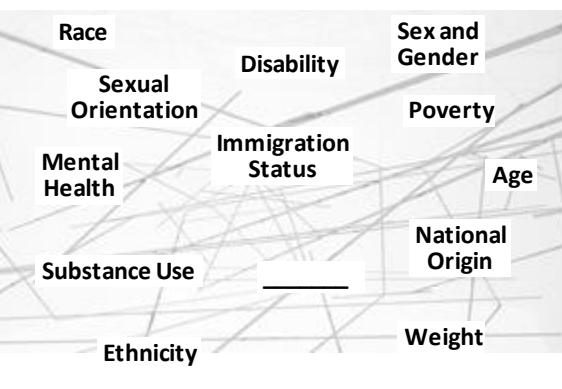
From Lee, Gardenswartz and Anita Rowe, *Diverse Teams at Work*. Burr Ridge, IL: Irwin Professional Publishing, 1994. "Internal dimensions and external dimensions are adapted from Marilyn Loden and Judy B. Rosenzweig, *Workforce America!* Homewood, IL: Business One Irwin, 1991. Used with permission.



## Multiple Intersecting Identities

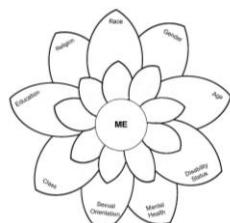


## We all have bias, and bias has many dimensions



## Understanding Invisible Privilege in the Dominant Culture

DIVERSITY PETAL



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## Paradox of Diversity

- ✓ We are unique and like no one else
- ✓ We are each like some other people and unlike other people
- ✓ We are each like all other people



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## HOW DO WE DEVELOP IMPLICIT BIAS?

Normal, involuntary unconscious perception that impacts interactions

Implicit Bias

Brain Functions and Associations (innate)

Social Loadings (culture, media)

Activated Quickly and Unconsciously

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## Reflection

- How might implicit biases impact teamwork and communication?

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- "It was a learning process for us as well, in terms of understanding what bias really means....For me I think as an African-American, it's still ongoing for me to understand it because generally I feel people being biased towards me but the reality is that I could be biased towards someone else as well. So I think that that's something that we have to continue to keep learning and working on no matter what the group is, no matter what the assignment is, what the encounter is."

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## Fight or Flight Response:

Heart rate and blood pressure increase. Large muscles prepare for quick action.

**Thalamus**  
"Air Traffic Controller" Translates signal into brain language

**Visual Cortex**

Analyzes and interprets brain language



**Amygdala**

"Emotional Center"

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## CHALLENGES VS. THREATS

**Physiological Responses:**  
more blood sent to muscles and brain  
enhancing physical and cognitive performance  
**Energizing!**



**Physiological Responses:**  
Blood flow restriction, cortisol release, digestion halt  
**Diminishing!**

## WORK WE HAVE TO DO...ENGAGE OUR BRAIN



Page-Gould, E. The University Reacts to Anxieties  
Results of New Initiatives in Neuroscience and Psychology, March Webinar, 2019




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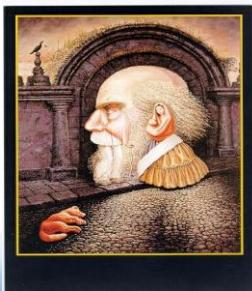


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## Moving from Certainty to Curiosity




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