

# Continuing Professional Development Certificate

## Thinking fast and slow: unconscious bias

**Date:** Wednesday 11 October 2017

**Time:** 1.30pm - 2.15pm

**Speaker:** Dr Pete Jones C. Psychol.C.Sci. AFBPSs, Research Director, Shire Professional Chartered Psychologists

In this IIL lecture Pete moved the debate on from 'what is unconscious bias' to address the impact on our people processes and most importantly, what the research tells us we can do about it as individuals, managers and as an organisation. This session looked initially at the research evidence for how unconscious bias affects the way we recruit, allocate work, manage performance, develop our professional networks and interact with customers. It moved quickly on to offer Top Tips from the research around; what we can all do as individuals to mitigate the effect of our biases, what managers can do to motivate and help others manager their biases, and what we can do as organisations in developing low bias people and customer processes.

By the end of this lecture members would have gained an insight into:

- The nature of unconscious bias
- The 'hot spots' for unconscious bias within our people and customer processes
- Effective practices and strategies for countering unconscious bias in our decision making as individuals, managers, and as an organisation.



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.