Cultural Responsiveness

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Disclaimer

This training involves an open and honest discussion of topics related to collaboration and mutual respect in our work environment. It aims to enhance our understanding of these issues and improve our team dynamics and relationships while also enhancing patient care and interactions. The content is not designed to attribute blame to any individuals or groups.

If you have any concerns or questions regarding the material or discussions, contact your Provider Relationship manager. Your feedback is valued and essential for fostering a supportive learning environment.

Introduction

Welcome to the **Cultural Responsiveness** training! In today's diverse and interconnected world, understanding and embracing cultural differences is essential for creating an inclusive and respectful environment.

This training will help you develop the skills and knowledge needed to engage with individuals from various backgrounds, ensuring that every interaction is thoughtful and culturally aware.

By the end of this module, you will gain practical tools to better recognize and respond to cultural differences, fostering a more inclusive workplace where everyone feels valued, and patients receive enhanced care that meets their diverse needs.

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Learning Objectives

- Define cultural responsiveness, unconscious bias, and empathy

- Understand the importance of cultural responsiveness in the context of health care

- Recognize and respect cultural differences among patients

- Apply strategies for effective communication with patients from diverse backgrounds

- Enhance empathy and reduce unconscious bias in patient interactions

Note: Course completion will be tracked with a course attestation. Attestation is required to receive credit for taking the course.

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About this training

This course is made up of three modules.

Module 1 | Cultural responsiveness training

Module 2 | Embracing multiculturalism and diversity

Module 3 | Overcoming unconscious bias

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Module 1
Cultural responsiveness training

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Cultural responsiveness:

What does it mean?

Culture

Culture is a pattern of behavior shared by a society, or groups of people.

Many different elements make up culture, including food, language, clothing, tools, music, arts, customs, beliefs, and religion, among other things.

Cultural responsiveness

Cultural responsiveness is recognizing and understanding the role culture plays in health care.

By acknowledging cultural responsiveness, we can adapt our care to meet individual patient needs.

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Definitions

Cultural competence
(Know my patient)

Cultural competence is key to diversity, equity, and inclusion (DEI) discussions. It means using knowledge about different cultures to interact respectfully in diverse settings. It's not just about recognizing differences; it involves actively practicing and demonstrating our appreciation for cultural diversity.

Cultural humility
(Know myself and my biases)

Cultural humility focuses more on your attitude than your knowledge. It's about ongoing self-reflection and learning about your culture and others. Since culture is complex and constantly changing, we can never fully understand someone else's culture. Cultural humility means approaching every situation with a learning mindset and building partnerships based on mutual respect and trust.

Cultural responsiveness
(Deliver exceptional care)

Cultural competence gives you the right tools, while cultural responsiveness is about using those tools in the moment. It involves being open to learning about and adapting to the cultural norms and needs of others through ongoing self-reflection, adaptation, and curiosity.

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Practice cultural responsiveness

How do we practice cultural responsiveness?

Cultural competence

Know my patient

+

Cultural humility

Know myself and my biases

=

Cultural responsiveness

Deliver exceptional care

The goal is to foster a mindset of continuous improvement that encourages ongoing learning and adaptation to better meet the diverse needs of our patients.

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Practicing empathy: why it matters

Practicing empathy involves actively listening to and understanding another person's feelings and experiences. It means putting yourself in their shoes, validating their emotions, and responding with care and support. This creates a deeper connection and fosters trust, helping to improve communication and relationships.

It matters because Cultural Responsiveness reduces health disparities and leads to more equitable care for all individuals and communities.

Enhanced communication

Enhanced communication helps facilitate building trust between healthcare providers, representatives, and patients.

Improved patient experience

Improved patient experience is a result of Cultural Responsiveness.

Patients feel understood, valued, and engaged when cultural responsiveness is practiced.

Reduced disparities

Reducing health disparities leads to more equitable care for all individuals.

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Deep dive

Cultural competence:

Know my patient

Mindset
You are motivated to continue learning about your patient.

Practicing empathy
Observation vs. Belief vs. Feelings

Apologize authentically

Stay curious

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Know my patient:

Cultural competence and mindset

Cultural competence is not just about recognizing differences; it involves actively practicing and demonstrating our appreciation for cultural diversity.

When you are motivated to continue learning about your patient, you have already taken the first step toward implementing Cultural Competence in your role.

Know my patient:

Practice empathy

Empathy is a willingness to understand and share the feelings of another; it shows that you care and builds trust with people.

Observe what your patient is experiencing

- Loud sighing
- Raising voice
- Nail biting
- Pacing

Consider what emotions your patient may be experiencing

- Anxiety
- Fear
- Worry
- Excitement

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Using the three A's for an authentic apology

Know my patient:

Apologize authentically

1. **Apologize** for offensive actions, not for others feeling offended. Use "I" statements.

2. **Acknowledge** behavior (e.g., you engaged in exclusive behavior, used an exclusive term, or discounted others' opinions).

3. **Accept** the mistake and move on. Forgive and commit to do better next time.

Apologize: *"I'm sorry I addressed you that way."*

Acknowledge: *"I should have listened and respected your pronouns."*
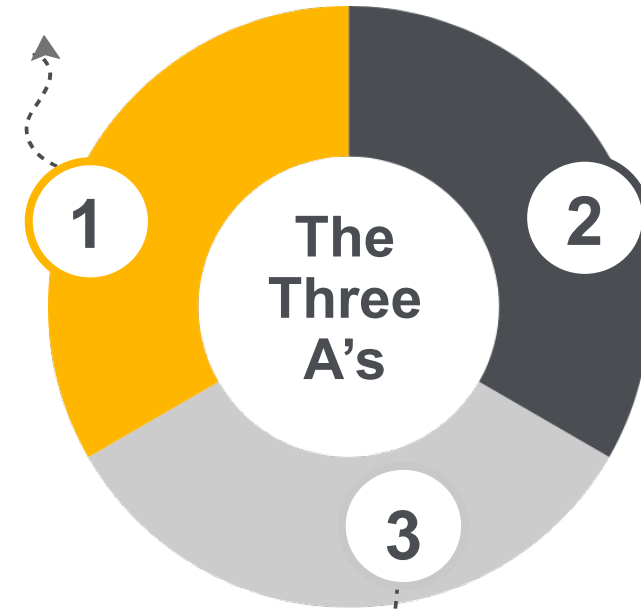
Accept: *"I was completely wrong and will do my best to not make that mistake again."*

The Three A's

1

2

3

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Know my patient:

Stay curious

- **Staying curious** in the context of cultural responsiveness means maintaining an open and inquisitive mindset when engaging with individuals from diverse backgrounds. It involves actively seeking to understand their unique experiences, beliefs, and values without making assumptions.

- Being curious encourages you to ask thoughtful questions, listen deeply, and learn from the perspectives of others. This approach fosters respectful dialogue, helps bridge cultural differences, and ultimately enhances your ability to provide compassionate and effective care to your patient.

Practice being curious

How do your cultural beliefs influence your views on health and treatment?

Can you give me an example of a belief that shapes your healthcare decisions?

Can you share any traditional practices or remedies that are important to you?

How have these practices helped you in the past?

What support systems do you have within your community that you find helpful?

Are there specific people or groups you turn to for support?

Are there any specific cultural or religious considerations I should know of while providing care?

Can you tell me how these considerations might affect your treatment preferences?

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Practice being curious continued

How can I best support you in a way that respects your cultural background?

Are there specific actions or resources that would be particularly helpful for you?

What does good health mean to you, based on your cultural perspective?

Are there particular practices or values that you believe contribute to good health?

Is there anything that makes you uncomfortable or misunderstood in a healthcare setting?

Can you share an experience that highlighted this discomfort?

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Deep dive

Cultural competence:

Know myself and my biases

Mindset
I don't know everything; my assumptions may be wrong.

Understand self & check biases

Relevance rule

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Know myself and my biases: Cultural humility

Cultural humility means approaching every situation with a learning mindset and building partnerships based on mutual respect and trust.

Culture is complex and constantly changing.

Know myself and my biases: Understand self and check biases

Commitment to growth: continuously reflect and stay open to learning

- Understanding and checking biases is essential to practicing cultural humility.

- Cultural humility allows for acknowledging that no one has all the answers. To be better, committing to continuous growth and understanding is important.

Self-awareness: understanding experience shapes views and actions

- Self-awareness creates space for learning from and valuing the experience of people from different backgrounds, fostering respectful, authentic relationships.

- Recognizing that our perspectives and experiences are not universal and becoming aware of our implicit biases, we can avoid making assumptions about others based on stereotypes or preconceived notions.

Identify and actively practice avoiding unconscious judgements about others.

Know myself and my biases: relevance rule

Important: Only mention a diversity dimension if relevant and necessary for the story, statement, fact, or communication.

Doing so ensures that focus remains on the context and message rather than reinforcing stereotypes or tokenizing individuals.

Example: Is it relevant?

"I just took a cab with a Pakistani driver who told me it's supposed to rain all week."

✕

"My friends Pakistani daughter loves the Ms. Marvel show because she values seeing a Pakistani hero that represents her."

✓

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Ways to be inclusive: scenarios

Cultural competency in action

You are treating a patient from a Latinx community who has diabetes.

As a doctor, you know that dietary habits differ among cultural groups. You take the time to ask the patient about their typical meals instead of assuming a generic "low-sugar diet" recommendation would work for the patient.

By doing this, you provide culturally relevant dietary advice, incorporating the patient's traditional foods while explaining how they can better manage their diabetes. If necessary, you engage a dietician to support your patient.

Cultural humility in action

You are meeting a patient from an indigenous community for the first time.

As the doctor, you acknowledge you may not be fully familiar with the patient's cultural background. Due to your awareness of this, you openly express a willingness to learn.

You do this by asking respectful questions about the patient's cultural practices and beliefs around health, showing you value the patient's perspective and are committed to understanding it.

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Ways to be inclusive: scenarios continued

Cultural responsiveness in action

You are a doctor seeing a Muslim patient who is seeking care during Ramadan. You realize that fasting could affect the treatment plan for your patient.

As the doctor, you recognize the patient's cultural and religious practices. You take the time to adjust the treatment schedule to accommodate fasting, offering alternatives that respect the patient's beliefs while ensuring they still receive necessary care.

You've taken action to adapt your approach based on the patient's unique needs at that moment.

Cultural responsiveness all the pieces together

You are a doctor treating an elderly Asian patient whose family is deeply involved in their healthcare decisions.

As the doctor, you use **cultural competency** to understand the importance of family in healthcare decisions within this community. You display **cultural humility** by asking how the family prefers to be involved in decision-making and admitting your knowledge gap on specific cultural nuances. Finally, you show **cultural responsiveness** by arranging consultations that include the family. Tailoring treatment options that respect the patient's and family's values, ensuring the patient's well-being and cultural preferences are honored.

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Module 1 Takeaways

Commit to one action to be more culturally responsive.

- ✓ Understand how cultural differences can influence interactions.

- ✓ Practice cultural competence, cultural humility, and cultural responsiveness in experiences.

- ✓ Enhance your ability to meet a patient's needs through improved interactions.

- ✓ Focus your mindset on learning and be aware that you don't know everything.

- ✓ Practice empathy and stay curious.

- ✓ Understand yourself and check your biases.

- ✓ Use the "Relevance rule" and the "Three A's of an apology."

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Module 1 | summary

The course summary provides a quick review of the points covered in this module.

- **Culture** is a pattern of behavior shared by society or groups of people.

- **Benefits of cultural responsiveness** include enhanced communications, improved patient satisfaction, and reduced health disparities.

- **Cultural competency** is using your knowledge to support respectful interactions.

- **Cultural humility** is your self-reflection, awareness of yourself and others, and approaching interactions with a lens of learning.

- **Cultural responsiveness** is using your tools to learn and adapt to the cultural norms and needs of others.

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Module 2

Embracing multiculturalism and diversity understanding implicit bias & promoting inclusion: what does it mean?

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Introduction

Welcome to **Module 2: embracing multiculturalism and diversity: understanding implicit bias & promoting inclusion!** Workplaces are becoming more diverse than ever, making it essential to foster environments where everyone feels valued and respected.

This module will help you understand the impact of implicit bias, recognize how it can unconsciously shape our actions, and provide ways to promote inclusion.

We can create a more equitable and innovative workplace where diverse perspectives thrive by embracing multiculturalism and diversity.

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What is bias?

Implicit bias

Implicit bias refers to unconscious attitudes, stereotypes, or assumptions about certain groups of people, which can influence our actions and decisions without us realizing it. These biases are automatic and often conflict with our conscious beliefs and values.

Unconscious bias

Unconscious bias refers to automatic, unintentional judgments or stereotypes we form about people based on race, gender, age, or appearance. These biases operate below our awareness and can affect our behaviors and decisions without us realizing it.

Explicit bias

Explicit or conscious bias refers to the attitudes, beliefs, or preferences individuals are aware of and knowingly express. The biases are intentional and often based on personal beliefs, stereotypes, or prejudices toward certain groups. Unlike unconscious or implicit bias, conscious bias involves deliberate thoughts and actions that can be openly communicated or acted upon.

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What is the difference?

Implicit bias

A specific type of unconscious bias refers to attitudes or stereotypes that **unconsciously affect our understanding, actions, and decisions**.

Unconscious bias

Refers to the *broader, automatic judgments* or *stereotypes* we hold about others **without being aware of them**. It encompasses all types of biases that occur outside of our conscious awareness.

Diversity and DEI

What is it?

Diversity refers to the presence of differences in each setting, including race, ethnicity, gender, age, religion, disability, sexual orientation, socioeconomic status, education, and more. It encompasses the unique characteristics that make individuals and groups distinct from one another.

DEI

Diversity, Equity, and Inclusion

DEI refers to the framework and practices aimed at creating a more fair, representative, and welcoming environment.

Diversity

Diversity focuses on recognizing and valuing different perspectives and backgrounds.

Equity

Equity ensures fair treatment, access, and opportunities for all while actively addressing barriers or imbalances.

Inclusion

Inclusion fosters a sense of belonging by ensuring all individuals feel respected, supported, and able to participate fully.

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"**Diversity** is like being invited to a party, **Inclusion** is being asked to dance, and **Belonging** is dancing like no one's watching."

~Gregory Lewis

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Benefits of diversity, equity, and inclusion

Talent	Reflection of service	Employees engagement
A diverse and inclusive workplace attracts top talent from various backgrounds, increasing the company's access to a broader pool of skills, perspectives, and experiences. This leads to stronger, more well-rounded teams.	A workforce that reflects the diversity of its patient base can better understand and meet the needs of diverse patients, enhancing patient experience and building stronger relationships.	When employees feel included and valued, they are more engaged and committed to their work, which leads to higher morale, lower turnover, and a more positive workplace culture.

Productivity	Stop groupthink	Increase innovation
Diverse and inclusive teams tend to be more productive because they leverage varied perspectives to solve problems more effectively and make better decisions.	DEI prevents groupthink by encouraging diverse viewpoints, which reduces the risk of making uninformed or biased decisions and fosters a culture of open, critical thinking.	A diverse workforce fuels creativity and innovation by bringing together different ideas, experiences, and approaches. This diversity of thought leads to new and improved products, services, and solutions.

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DEI in the workplace: What can you do?

Check your implicit (unconscious) biases

Creating a workplace that values and respects the diverse perspectives, experiences, and needs of our patients, employees, providers, and those they serve is essential. The first part of this is checking our biases.

By practicing diversity, equity, and inclusion, we contribute to an environment where everyone feels seen, heard, and valued, leading to better communication, stronger relationships, and improved outcomes.

In healthcare and health insurance, these actions directly impact the quality of care and services provided, reducing disparities, fostering trust, and ensuring that all patients receive fair and equitable treatment.

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What can you do? (continued)

Competent care
Learn about patients' cultural backgrounds to provide personalized care that respects their beliefs, traditions, and practices.

Reduce disparities
Advocate for equitable healthcare policies and practices that reduce disparities in access and treatment for underrepresented groups.

Inclusive interactions
Use inclusive language and ask open-ended questions to understand the patient's cultural, linguistic, and personal needs better.

Bias training
Participate in regular training on implicit bias, equity in healthcare, and cultural humility to continually improve patient care.

Supporting diversity
Engage in professional groups or ERGs/BRGs that focus on diversity in healthcare and promote inclusive practices among colleagues.

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Module 2 | summary

The course summary provides a quick review of the points covered in this module.

- Learn the definitions of **diversity, equity,** and **inclusion** and why these principles are critical for fostering an inclusive and fair workplace.

- Discover how **DEI improves employee engagement, innovation,** and **productivity** while creating a culture that embraces different perspectives.

- **Explore DEIs central role** in promoting fairness and equity by actively challenging discrimination and prejudice.

- Understand what **individuals can do to support DEI**, including self-education, active, inclusive practices, and supporting diverse backgrounds.

- Support **Business Resource Groups (BRGS)** to foster inclusivity and check implicit biases to create a more equitable environment.

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Module 3

Overcoming implicit bias
What does it mean?

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Introduction

Welcome to **Module 3: overcoming implicit bias!** This module will dive deep into the often-unconscious biases that influence our decisions, behaviors, and interactions with others.

Implicit biases are automatic and operate below our awareness, yet they can significantly impact workplace dynamics and relationships, as well as the relationships with your patients.

We foster a more inclusive and equitable environment by understanding the origins of and learning strategies to address biases.

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What does research tell us?

We are all biased in some way.

Recognizing why our brain categorizes and why this categorization can be harmful when applied to other humans is the first step to breaking free from implicit bias.
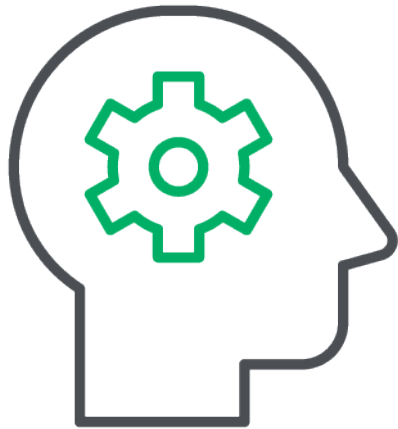
Research, such as studies from **Project Implicit** by Harvard University, shows that these biases develop from social and environmental influences and can significantly affect our behaviors, decisions, and judgments, even when we believe we are acting impartially.

For example, implicit biases can impact hiring practices, healthcare interactions, and workplace decision-making, contributing to unintended discrimination if left unchecked.

To learn more or take a test on implicit bias, click here to visit Harvard's Project Implicit.

Project Implicit

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Where does bias come from?

Implicit bias	Our brains	Classification
Think of implicit bias as a lens that distorts our view of society- a product of both the architecture of our brains and the disparities in our society.	Our brains are designed to process information quickly, leading to associations that aren't always accurate.	Our brains, constantly exposed to social disparities and stereotypes, can form biased views about entire groups of people.

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Recognizing bias: 5 types of bias

Affinity bias

Affinity bias is the tendency to gravitate or give preference toward people who are similar to yourself.

As human beings, we are naturally inclined to value and give importance to relevant things. For example, you're more likely to watch travel documentaries if you want to travel. Or you're more likely to remember a job candidate who attended the same school.

Likewise, we tend to surround ourselves with people who share the same interests, qualities, and backgrounds as us.

Perception bias

Perception bias is another common and potentially destructive way we judge others. This happens when you make assumptions or form stereotypes about particular groups of people.

Perception bias can take many forms. For example, people may be groups or make assumptions based on:

- Gender identity
- Race or ethnicity
- Religion
- Physical appearance or perceived ability
- Introversion or extroversion
- Sexual orientation
- Background or socioeconomic status
- Marital or parental status
- Age

Confirmation bias

Confirmation bias is the tendency to seek information that further confirms your preconceived notions or beliefs.

Confirmation bias creates an echo chamber.
Since the information sought only confirms assumptions, only supporting information is found.

This leaves big blind spots in judgment and inhibits one's ability to think critically and make sound decisions.

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Recognizing bias: 5 types of bias continued

Groupthink

Groupthink is the tendency for people to conform or go along with the group rather than forming and expressing a differing opinion.

Human beings are social creatures. We unconsciously feel pressure to fit in, be a part of the group, and connect with others.

That can lead us to agree with the group about an idea we typically would have rejected had we evaluated it on our own.

Halo and horns effect biases

The **halo and horns effect biases** are on opposite ends of the same spectrum.

The halo effect is when someone is so focused on the good qualities of a person or situation that they overlook anything bad.

The horns effect is the opposite. It's when someone lets one negative quality about a person or situation overshadow anything good about the person or situation.

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5 types of bias: Daily interactions

Halo and horns effect bias

- Say that an employee's work on a particularly complex project was fantastic. The client loved it, and it was a real success. Since that project, the manager has let some mistakes and poor performance on small projects slide.

  Or imagine an employee did not like how a coworker criticized another individual's idea in a meeting. Now, they refuse to believe she has a good point or idea because of how she presented it.

Groupthink bias

- Groupthink often causes problems in meetings and group decision-making. The first person or first few people who share their vote or opinion on an idea might change the view of everyone who follows.

Confirmation bias

- Imagine the team deciding on the best webinar platform for a series. Rather than research all the options and evaluate the benefits and drawbacks of each, the team looks for good reviews of the already used platform. The search is limited to articles with headings such as "Why X is the best webinar platform" and "Advantages of X platform." The team did not find the shortcomings because they were not looking for them.

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5 types of bias: Daily interactions continued

Perception Bias

- A false assumption might be made about an introverted person. For example, someone may think they can't perform a task as well as someone extroverted.

  Or they might unconsciously limit the hiring pool to a particular age bracket rather than consider the best talent for the position regardless of age.

Affinity bias

- You might experience affinity bias when deciding whom to hire based on a "culture fit." Perhaps, unconsciously, the candidate selected reminds the interviewer or manager of themselves and approaches work the same way instead of objectively determining which candidate will add a unique perspective and skills to the team.

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Consequence of bias: Stereotypes in medicine

Learning about the different types of biases is not valuable just for the sake of knowledge. The true benefit comes from understanding biases enough to recognize them in daily thoughts and actions.

It's not enough to simply know biases exist; it's crucial to identify how they impact work and interactions with others. Only then can steps be taken to reduce and address them actively.

The legacy of stereotypes, bias, and racism in the medical field has had lasting impacts on the healthcare experiences of marginalized groups.

Historically, racial biases have influenced diagnoses, treatment plans, and patient interactions, leading to disparities in care quality and outcomes.

For example, Black and Hispanic patients have often been stereotyped as less compliant or less capable of understanding medical information, resulting in inadequate or unequal treatment.

Incorporating diversity, equity, and inclusion

Affinity bias

An example of **affinity bias** could be seen in a doctor's patient interactions.

The doctor might spend more time or explain more thoroughly to patients with similar cultural or socioeconomic backgrounds. In contrast, they may offer less attention and care to patients from different backgrounds.

Perception bias

Perception bias can influence a doctor's judgment about patients.

The doctor may assume that patients from low-income backgrounds are less likely to follow treatment plans or keep appointments.

As a result, the doctor may provide less aggressive or preventative care to these patients.

Halo/Horn bias

Halo and horn effect bias can affect how doctors perceive their patients.

A well-dressed and articulate patient might be assumed to be more compliant and healthier (halo effect).

On the other hand, a disheveled patient might be assumed to be irresponsible with their health (horn effect).

Confirmation bias

Confirmation bias can influence a doctor's diagnosis.
The doctor may focus on symptoms or behaviors that align with pre-existing beliefs about the patient's health, often based on their demographic or lifestyle.

This can lead to overlooking contradictory signs that might suggest a different diagnosis.

Groupthink

Groupthink bias can occur in a group of healthcare providers. A doctor may go along with the majority opinion on a treatment plan, even if they have personal concerns about its suitability for the patient. This can potentially compromise the quality of care the patient receives.

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Take a moment - check your bias

Affinity bias	Perception bias	Confirmation bias	Groupthink bias	The halo and horns effect
Is giving preference toward people similar to oneself.	Involves making assumptions or forming stereotypes about specific groups of people.	Is seeking out information that confirms beliefs that are already held.	Is a tendency to conform to the group rather than voicing dissent.	Reflects our interpretation of a person's qualities or abilities-focusing only on the good or the bad as we see it.
Ask: "Are my strong feelings based on similarities or differences to me?"	Ask: "How do labels and assumptions factor into my feelings?"	Ask: "What information do I miss by 'confirming' what I think I know? Have I considered counter arguments?'	Ask: "Would I think differently if my opinion were anonymous?"	Ask: "Am I overlooking objectively positive or negative traits or behaviors based on past experiences with this person?"

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Overcoming unconscious bias

Most of us like to believe we don't have biases.

We hope to base our choices on objective truths rather than unconscious assumptions. However, as discussed in the previous modules, our minds naturally seek shortcuts to cope with limitless information. This opens us up to implicit bias.

In the workplace, if we don't manage our biases, they will control us, distorting our reality. We may make decisions that unintentionally undermine workplace diversity, inclusion, and belonging.

So, how can we overcome our unconscious biases?

Incorporating diversity, equity, and inclusion

Access
Who gets approached at work for collaboration, questions, or opportunities.

Inclusion
How often we communicate with certain people over others and the type of information shared and sought.

Communication
The communication style, tone, and words we choose.

Collaboration
Our opinion and trust of coworkers or managers and their ideas, and the ideas we champion or silence.

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Tips for overcoming unconscious bias

- **Recognize that everyone has biases:** To challenge your unconscious biases, you must first make them conscious. The only way to alleviate the effect of bias is first to recognize their existence.

- **Ask others to hold you accountable:** Ask others to hold you accountable. Be honest. Once you've identified your biases, look for situations where bias might sneak up, and ask others for assistance in checking them.

- **Counter stereotypical imaging:** What's the first thought that comes to mind when you encounter a person who's different from you? To challenge that immediate assumption, try imagining the opposite. Focus on opposing words and pictures to help your mind see how those biases are false.

- **Focus on individuals:** Often, unconscious biases occur because we categorize people into groups. Instead, focus on individuals. Ask people questions and learn about their passions and experiences. The more details you have about someone, the easier it will be to look past the superficial.

- **Practice perspective-taking:** Identify your biases. Confront both positive and negative stereotypes. Do some self-monitoring. Notice your thoughts and how you react to specific people. Ask yourself why you are categorizing this way- it is based on facts or surface trait assumptions?

- **Identify your biases:** Identify your biases. Confront both positive and negative stereotypes. Do some self-monitoring. Notice your thoughts and how you react to specific people. Ask yourself why you're categorizing this way- it is based on facts or surface trait assumptions?

Module 3 | summary

The course summary provides a quick review of the points covered in this module.

- The brain loves classification. However, social disparities and stereotypes can lead us to group people in ways that are not accurate.

- Bias doesn't make us bad; it makes us human. But that is no excuse to let stereotypes define how we treat others. It's our responsibility to find and question our assumptions.

- We may group people by traits like sexual orientation, speech, ethnic origin, skin color, age, disability, and appearance. This is limiting at best and damaging at worst.

- Hidden bias has significant effects at work. Hindering access to unities by determining who gets included, who we choose for collaboration, and how we communicate ideas. Addressing bias is imperative for an inclusive team.

- The five common bias types are infinity, perception, confirmation, groupthink, and the halo and horns effect. Each impairs the ability to see past expectations and see who others really are.

- Implicit bias hinders creativity, stifles recruiting and hiring practices, and sets the stage for unequal or unfair opportunities. This harms productivity, retention, and morale.

- The first step to overcoming biases is recognizing that we all have them. Then, you can identify your own, find accountability, turn stereotypical images on their head, and try to see a different perspective than your own.

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Attestation

Thank you for completing the Cultural Responsiveness training!

To complete the required attestation that confirms you completed this course, **click here**