

While you cannot single-handedly establish a culture of feedback, you can take simple yet impactful actions to encourage openness in your work environment. Start by modeling constructive feedback in your interactions with colleagues. Express your thoughts in a respectful manner, focusing on behaviour rather than personal attributes.

When you notice potential biases in others, approach the situation with a spirit of curiosity rather than confrontation. Nurturing curiosity can lead to more productive conversations and a deeper understanding of different perspectives. Ask open-ended questions to facilitate dialogue and understanding.

Sample Questions to Address Implicit Bias in Self and Others

Engage Others

1. What factors led you to your understanding of [specific situation or issue]?
2. What was your thought-process when you made that statement about [specific group or individual]?

Encourage Reflection

3. What other factors do you think might affect someone's behaviour in that situation?
4. How you think your own experience led to your assumptions about [specific individual or group]?
5. How can our team's diversity enrich our understanding of [specific group or individual]?

Facilitate Dialogue

6. What do you think are the main challenges of individuals in this [specific] situation?
7. How do we better understand the experiences of those who see things differently than us?

Invite Collaboration

8. How can we create an environment where everyone feels comfortable sharing their views?
9. How can we work together to ensure our decisions reflect diverse perspectives?

Reflect

10. How does your background influence your interactions with clients and colleagues from diverse backgrounds?
11. In what ways can you challenge your own assumptions about individuals you work with and serve?

