

20/20 VISION FOR VETERANS  
HAL ROESCH 2020-2021



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National Veterans Service

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# VIRTUAL ADVANCED SKILL LEVEL TRAINING

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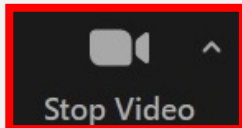
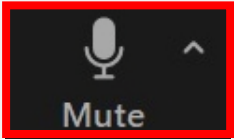
September 14-23, 2020

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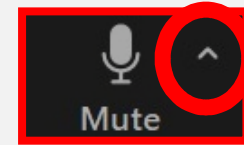
# Functions Check

- Before we get started, let's perform a functions check to ensure everyone can participate and follow along.
- Ensure that you're in a quiet space in your home or office
- Ensure that your computer is charged and/or plugged in.
- Next, please keep your microphone on mute unless you are speaking. To mute or unmute your microphone, click on the microphone icon in the lower, left corner of the screen. Click on the icon to mute or unmute
- You can start or stop your video at any time by clicking on the video icon in the lower, left corner of the screen. Click on the icon to start or stop.

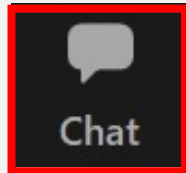


# Functions Check

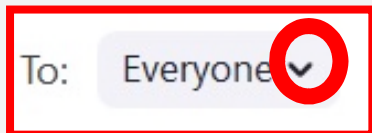
- If you're having trouble hearing the presentation, first ensure that your volume is on and turned up. Then, if using headphones, check the settings by using the arrow next to the microphone icon to ensure that you're using the correct settings for headphones.




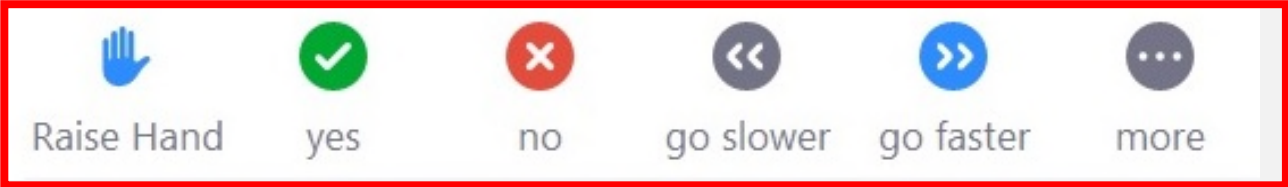
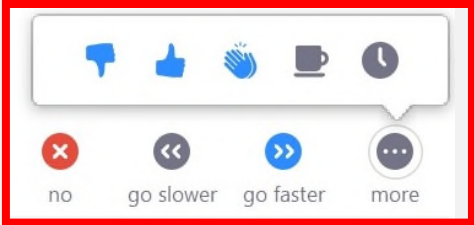
- To use the chat feature, click on the chat icon at the bottom, middle of the screen.



- You can choose to chat with everyone or a specific person by using the arrow.



# Functions Check

- To access user interactions, click on the Participants icon 
- The interactions tool bar will appear at the bottom, right side of the screen. You can virtually raise your hand, answer yes or no questions from the instructor, or notify the instructor that they are moving too fast or too slow. 
- Additional options are accessed by clicking on the “more” button. You can virtually clap, like or dislike, as well as other options. 

# Functions Check



- If you have a **QUESTION** during the presentation, please enter a question mark (?) or enter your question into the chat box and the presenter or facilitator will address your question.

**PLEASE WAIT UNTIL YOU ARE RECOGNIZED BEFORE UNMUTING YOUR MICROPHONE**

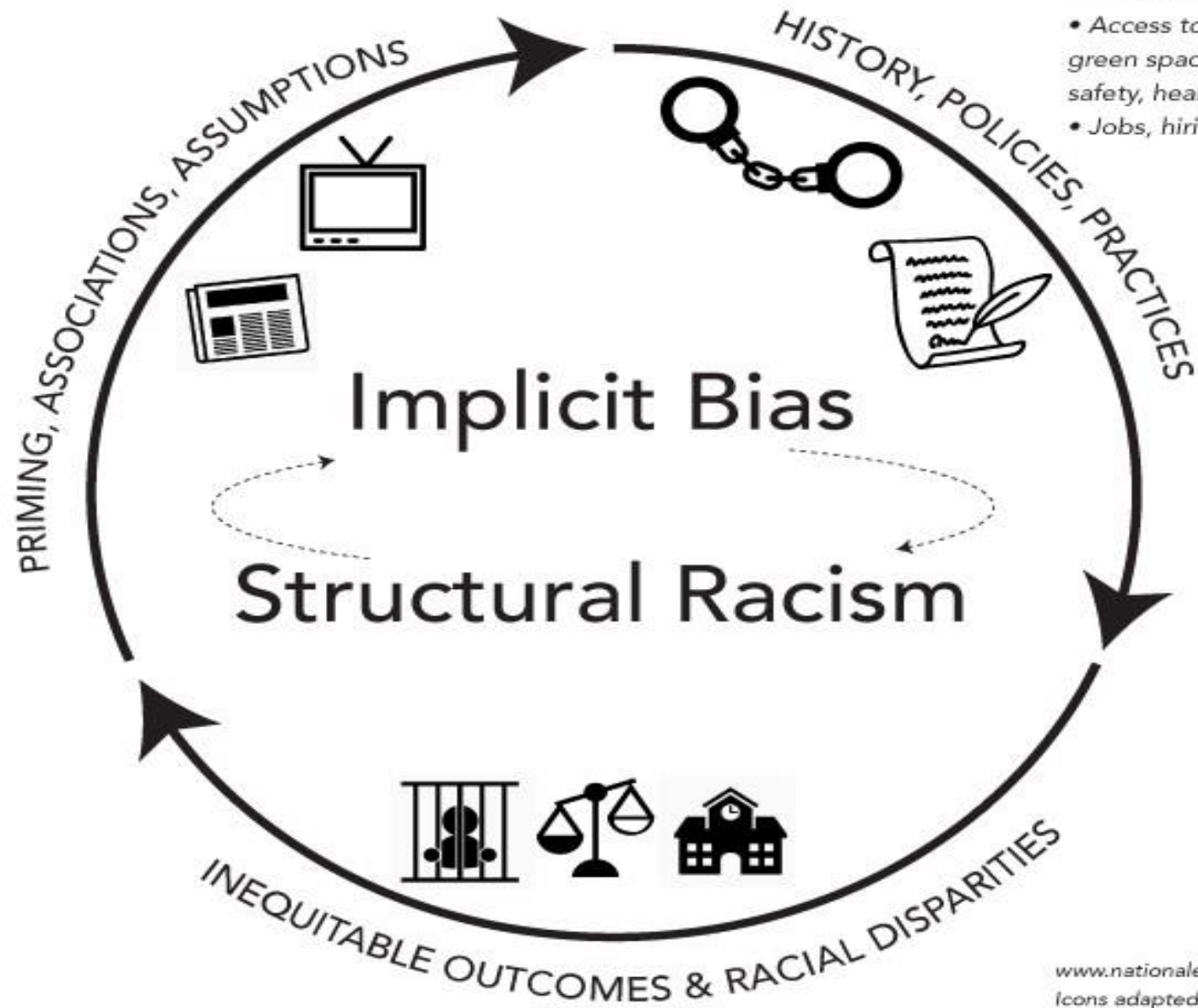
- If you're having technical difficulties please contact the Technical Advisors listed in the agenda.
- If you need a comfort break, please do so and return as soon as possible.
- Please remember, these sessions will be recorded for future use.

**Everything on the internet lasts forever!**



# Implicit Bias

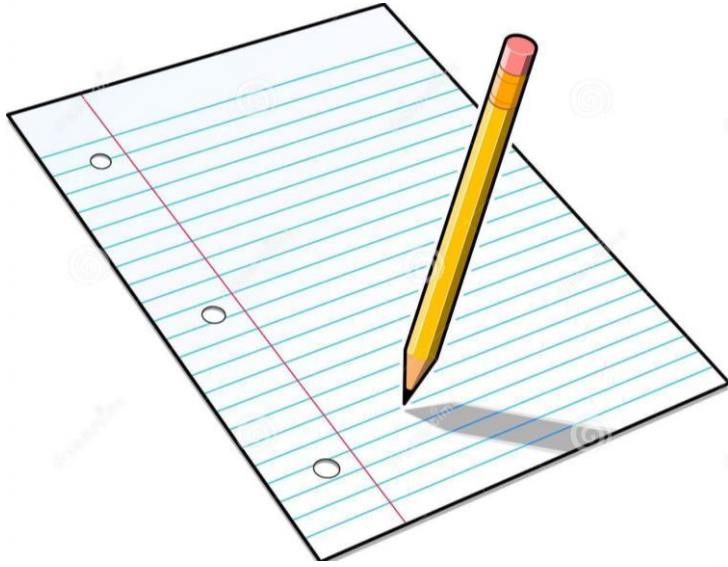
Marian R Vasser, M.Ed.  
Diversity Education and  
Inclusive Excellence  
Practitioner



- Voting rights
- FHA Loans
- Residential segregation
- Access to education, green space, resources, safety, healthcare, etc
- Jobs, hiring, & advancement



# Tools for Success



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# DIVERSITY

How it looks!



# INCLUSION

How it feels!



Trainingjournal.com

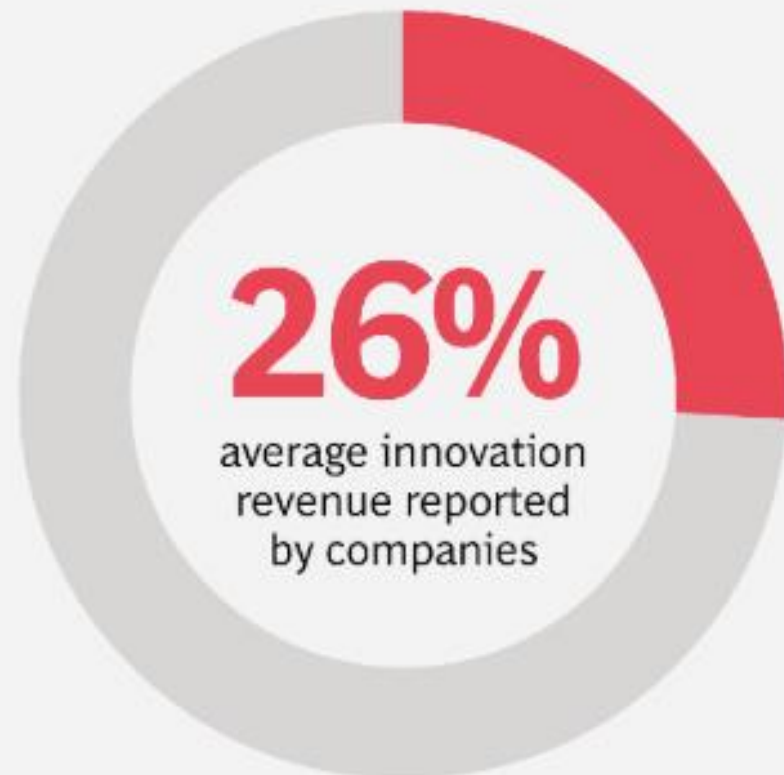


Nojitter.com



## EXHIBIT 1 | Companies with More Diverse Leadership Teams Report Higher Innovation Revenue

Companies with  
**below-average** diversity scores



Companies with  
**above-average** diversity scores



**Source:** BCG diversity and innovation survey, 2017 (n=1,681).

**Note:** Average diversity score calculated using the Blau index, a statistical means of combining individual indices into an overall aggregate index.

# Diversity and inclusion are top of mind for the C-suite for the benefits they generate...

86%  
of female millennials

identify an employer's policy on diversity and inclusion as an important factor when deciding where to work<sup>1</sup>

78%  
of CEOs

who have invested in D&I programs have seen a greater capacity for innovation within their organizations<sup>2</sup>

85%  
of CEOs

who have invested in diversity & inclusion programs saw enhanced business performance<sup>2</sup>

<sup>1</sup> Source: PwC: The Female Millennial, 2016

<sup>2</sup> Source: PwC: 18th Annual Global CEO Survey, 2015

**We accumulate over 11 million recordings every second.**



# Implicit vs Explicit biases

- An explicit stereotype is the kind that you deliberately think about and report.
  - For example, the belief that women are nurturing.
- An implicit stereotype is one that occurs outside conscious awareness and control.
  - For example, even if you believe everyone can be a leader, it is possible that you associate men as being more credible and women as overly sensitive and “dramatic”.

# Implicit Bias

Relatively unconscious and automatic **ASSOCIATIONS** towards a group, which may be in direct conflict with one's explicit beliefs and values.

They affect everyday decisions!

# What to expect



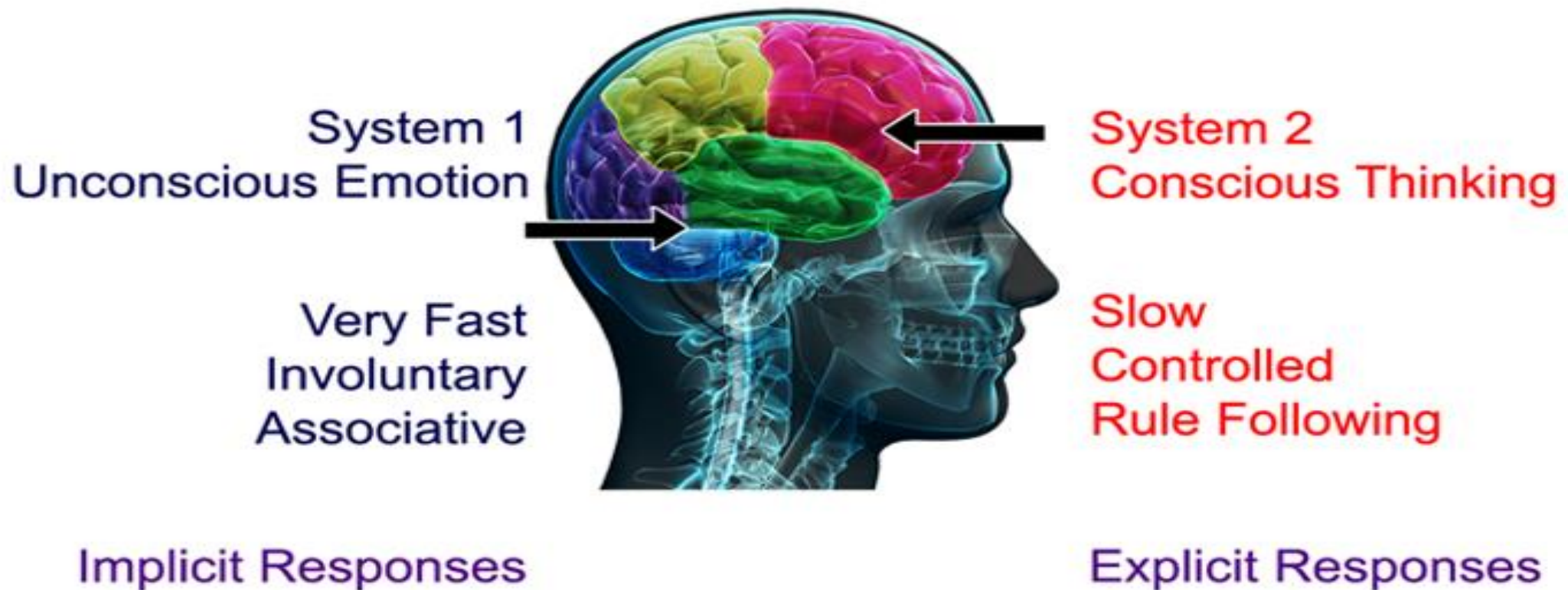
- Comprehensive discussion on race and other identities
- Absolute answers
- Comfort
- Complete toolkit
- People being good or bad (explicit bias, hatred, or bigotry) bias, hatred, or bigotry)



- Authentic exposure and reflexivity
- Perspective building
- Journey together
- Practical tools for broad application
- We ALL hold biases (positive & negative)
- First steps, not the solution...**



# Two Decision Making Routes



# Mindbugs

Ingrained habits of thought that lead to errors in how we perceive, remember, reason, and make decisions.

-[www.blindspotbook.com](http://www.blindspotbook.com)

Exposure to the same recordings over-and-over does not result in truth.

# Implicit bias:

The patterns and associations our brains create based on our experiences and exposures that influence how we make decisions and understand the world.

- Unconscious biases are *human*.
- The unconscious beliefs we hold about others *do not necessarily align with our conscious declared beliefs and values*.
- **You are not exempt!**
- Not an indictment on your character.

# **When Mommy Sees Us!**

Negative implicit biases can occur within your own community/identity.

# EVERYONE wins in the fight for Social Justice

## Equality



The assumption is that **everyone benefits from the same supports**. This is equal treatment.

## Equity



**Everyone gets the supports they need** (this is the concept of "affirmative action"), thus producing equity.

## Justice



All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

- **Identify biases**

- You CAN learn what your biases are before they cause harm

- **How do we learn bias?**

- Early messages

- **How are biases reinforced?**

- “My best friend is....., so this must be true”

- **How are biases perpetuated?**

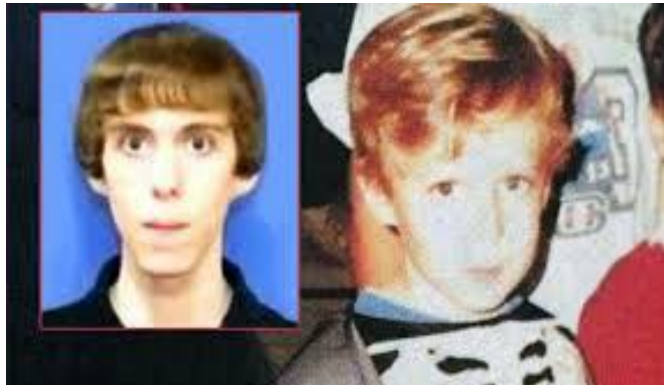
- Mass media

# Pathology vs Criminalization

- Accomplishments vs Alleged Crime
- Charming vs Incriminating Photos
- Empathize with Motive?
- Individual Perpetrator vs Stereotyping an entire community
- Innocence and Youth vs Older and Guilty
- Justice Movements vs Rioting
- Religious Affiliation?



# For Example...



## Sandy Hook mass murderer Adam Lanza, 20, 'deeply disturbed kid'

Lanza, who friends and officials said suffered from Asperger's syndrome or a personality disorder, had a tortured mind.



Black woman let her child play in the park next to where she worked. This is the image the media circulated, her mug shot.

White man raped an unconscious woman in an alley behind a dumpster. This is the image the media is circulating, his Stanford yearbook picture.



**'HE WAS NO ANGEL' "JUST A NORMAL AMERICAN KID"**



NBC News  
@NBCNews



Charleston church shooter Dylann Roof was loner caught in 'Internet evil,' family says [nbcnews.to/1dWf6BA](http://nbcnews.to/1dWf6BA)

6/20/15, 1:35 PM



Craig Newman  
@craignewman



Son with troubled past shields mom from gunfire, dies saving her in South Chicago: [chicago.suntimes.com/news/7/71/7076...](http://chicago.suntimes.com/news/7/71/7076...)



# CONVICTED FELON COOKS WITH AN ACCOMPLISHED CELEBRITY



# Other Mindbugs?

- Friendship
- Sports
- Gender
- Sexual Orientation
- Class
- Education
- Leadership
- Religion
- Disability



Attitudes may form by simply being paired with positive or negative unconditioned stimuli.

-Staats, 1958

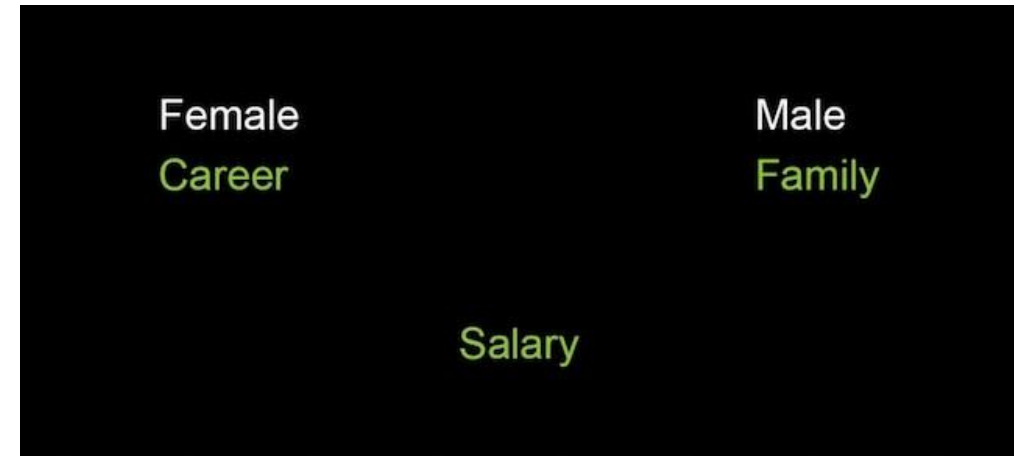
# Discussion questions



- How do you know when implicit bias might be influencing decision making?
- Examples?

# Harvard Implicit Association Test







The Implicit Association Test (IAT), administered by Project Implicit® is a test of mental association. Project Implicit offers opportunities for education about how our minds represent social groups in society: attitudes and stereotypes about age, gender, sexuality, race, ethnicity, religion, nationality and more. Millions of tests have been taken by people around the world. Use it for personal reflection. Use it to improve your decisions.



Example of a IAT categorization task.  
If salary belongs to the right, press "i".  
If salary belongs to the left, press "e".



# Take action

-  Take the Implicit Bias Test
-  Continue the conversation
-  Scan respective areas for evidence of bias
-  Focus on objective forms of data
-  Catch yourself and ask - what am I basing that judgment on?
-  Strive to accept feedback as a gift



- **Examine your network:**  
Keep the door to your inner circle open
- **Solicit diverse points of view:**  
Expand your inputs to get better outputs
- **Be flexible:**  
Hold your ideas lightly to create space for other perspectives

# Mindsets for managing blind spots



## Recognize

We all have blind spots

By understanding how our brains are wired to make decisions quickly without conscious thought.

Inclusive leaders seek a balanced perspective and embrace different points of view.



## Explore

The potential impact of your behaviors

By raising conscious awareness of blind spots and begin to question assumptions we accept as true.

Inclusive leaders are self-aware and understand the impact their actions, words and attitude can have on others.



## Act

with intention

By challenging our assumptions and acting mindfully with an understanding of potential impact on self and others.

Inclusive leaders are agile and responsive in complex and/or challenging environments.



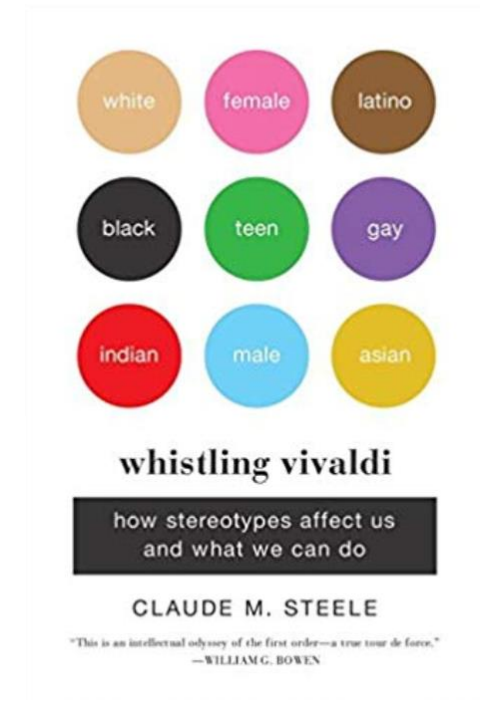
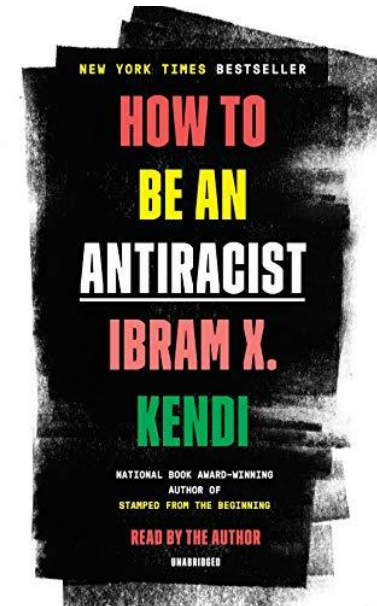
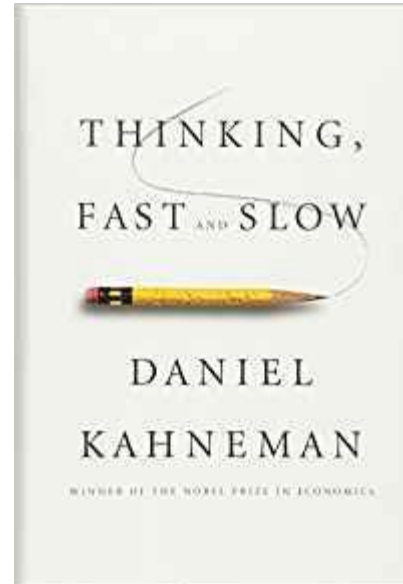
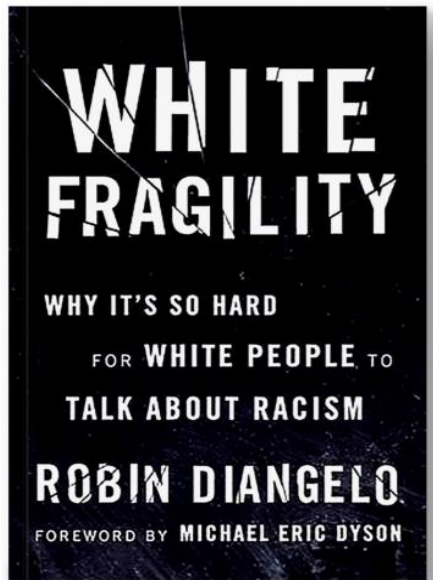
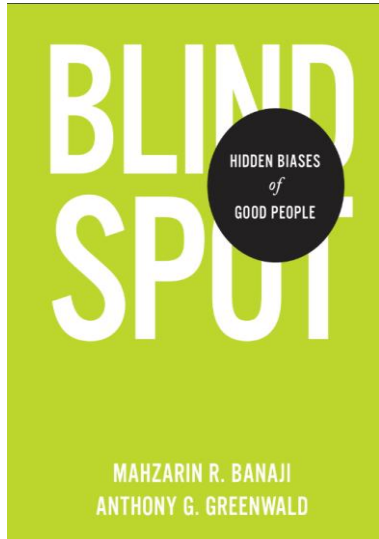
## Learn

To change the outcomes

By making decisions that promote and nurture a diverse and inclusive workplace.

Inclusive leaders advocate for a culture of open, candid and respectful conversation and genuine relationships rooted in trust.

# Resources to continue the journey



The most important  
element in the  
failure equation is  
your personal  
commitment to  
keep trying.

Catherine Pulsifer

[www.wow4u.com](http://www.wow4u.com)

