

Why Do They Need to Tell Me?

Unconscious Bias

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Citi Workshop

# Agenda

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- Introductions
- Objectives
- What is Unconscious Bias?
- Citi Pride London Network Diversity Week Workshop
- What is Citi doing to overcome Unconscious Bias around LGBT people?

# Introductions

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## **Moderator**

- Damian Murphy

## **Panelists**

- Tracie Brind
- Anthony Hines
- Pamela Johnson
- Jackie Moran
- Sheri Paulo

# Objectives

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## **Objectives**

- To have a greater awareness of unconscious bias, specifically on the LGBT agenda
- Leave the session with some ideas on how to build a workshop / event into your organization from the learning's gained during the discussion.

## **How will we get there:**

- What is Unconscious Bias?
- Examples of Unconscious Bias in action
- Citi Pride London's workshop during Diversity week
- Open discussion with participants in the room
- Questions and Answers with our select panelists.

# What is Unconscious Bias?

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## Implicit Social Cognition

- Also known as Hidden Bias or Unconscious Bias, Implicit Bias arose as a way to explain why discrimination persists, even though polling and other research clearly shows that people oppose it. Initially, some researchers conjectured that people sought to hide their bias from pollsters – and simply lied about their views for fear of appearing prejudiced.
- “However, in 1995, Doctors Anthony Greenwald and Mahzarin R. Banaji theorized that it was possible that our social behaviour was not completely under our conscious control.
- In *Implicit Social Cognition: Attitudes, Self-Esteem and Stereotypes*, Greenwald and Banaji argued that much of our social behaviour is driven by learned stereotypes that operate automatically – and therefore unconsciously — when we interact with other people. Three years later, Greenwald et al developed the Implicit Association Test (IAT), which has become the standard bearer for measuring implicit bias.

# Citi Pride London Network Diversity Week Workshop

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- Diversity Week event – June 2010
- Targeted group of People Managers invited - primarily Male and Heterosexual
- 90 Minute workshop using Ricky Martin's coming out story as the foundation for discussion

## **Ricky Martin – BBC Report**

- “In a statement on his website he was “proud to say” he was a fortunate homosexual man.” He added that he had kept his sexuality hidden because advisers had told him coming out could hurt his career
- Martin, who fathered two children with a surrogate mother two years ago, said his decision to write his memoirs had helped him to free “things that were too heavy to keep inside”
- “Not sharing with the world my entire truth” about his sexuality, he continued, had become “a self-fulfilling prophecy of sabotage”
- Becoming a father, he went on, had convinced him “enough was enough” and that things “had to change”
- “To keep living as I did ... would be to indirectly diminish the glow that my kids were born with”.

**Does coming out affect careers?**

# Citi Pride London Network Diversity Week Workshop

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“He’s obviously hoping it’ll affect his career by getting him in the news again”

“The majority of us couldn’t give a fig what others get up to”

“Mr Martin’s sexuality is no more my business than mine is his. It’s called a PRIVATE life for a reason”

“If people want to be treated equal then why make an issue out of coming out, why do people need to separate themselves from the rest of society, who cares if you are gay, get over yourself. This whole coming out rubbish is, in my opinion, more damaging to homosexuality than beneficial”

“Gays like nothing better than talking about their sexuality and the BBC likes nothing better than talking about gays talking about their sexuality”

“I’ve decided to come out from my undeclared sexuality and wish the world to know that I am, in fact, heterosexual. Does anybody care? Thought not”

“Since everyone else is at it I may as well ‘come out’ as heterosexual. I know it’s none of your business but I thought I might as well tell the world”

## Ricky Martin – A Fortunate Man?

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- “I have nothing against homosexuals of either gender. What annoys me is the misuse of the word GAY. Also the wearing of some form of badge / dress advertising to the world ‘I’m Gay”
- ”This is hardly newsworthy. A considerable number of people are gay and his initial refusal to be honest with people is despicable as this was purely based on concerns for financial gain”
- “Why do people have to come out? You can generally tell a person’s sexuality very quickly. Yes, if they want to adopt etc it needs to be known, but not by me”
- “I believe most, not all, but most gay people choose to be gay. They like having relations with the same sex, it’s taboo, and therefore more exciting. More and more celebrities are coming out, they do it because it’s exciting. It has become chic to be gay. People choose to rob a store, are we going to have a parade for their rights? Let’s keep private things private”
- “Being a gay person means you are one step higher than some others when the tide of redundancy comes in as you can claim it as the reason for your redundancy. In Britain it’s a bonus in the workplace”

## What is Citi doing to overcome Unconscious Bias for LGBT people?

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- Citi Pride London Network – Diversity Week event
- Citi Pride New York – Pride Month event
- Citi Pride Japan – Gender Identity Disorder event
- Citi Staff Satisfaction Survey – VOE Sexual Orientation Self-identification

# Straight, Lesbian, Gay, Bisexual, Transgender – Why Label?

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## Labels help us to Identify

- **Ability to know the contents of a can without looking inside**
- *“... you can generally tell a person's sexuality very quickly...”*



# First Impressions Are Like Icebergs

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- Just as 90% of an iceberg is out of sight, very little can be determined about a person based on their appearance. Stereotypes are opinions based on their appearance

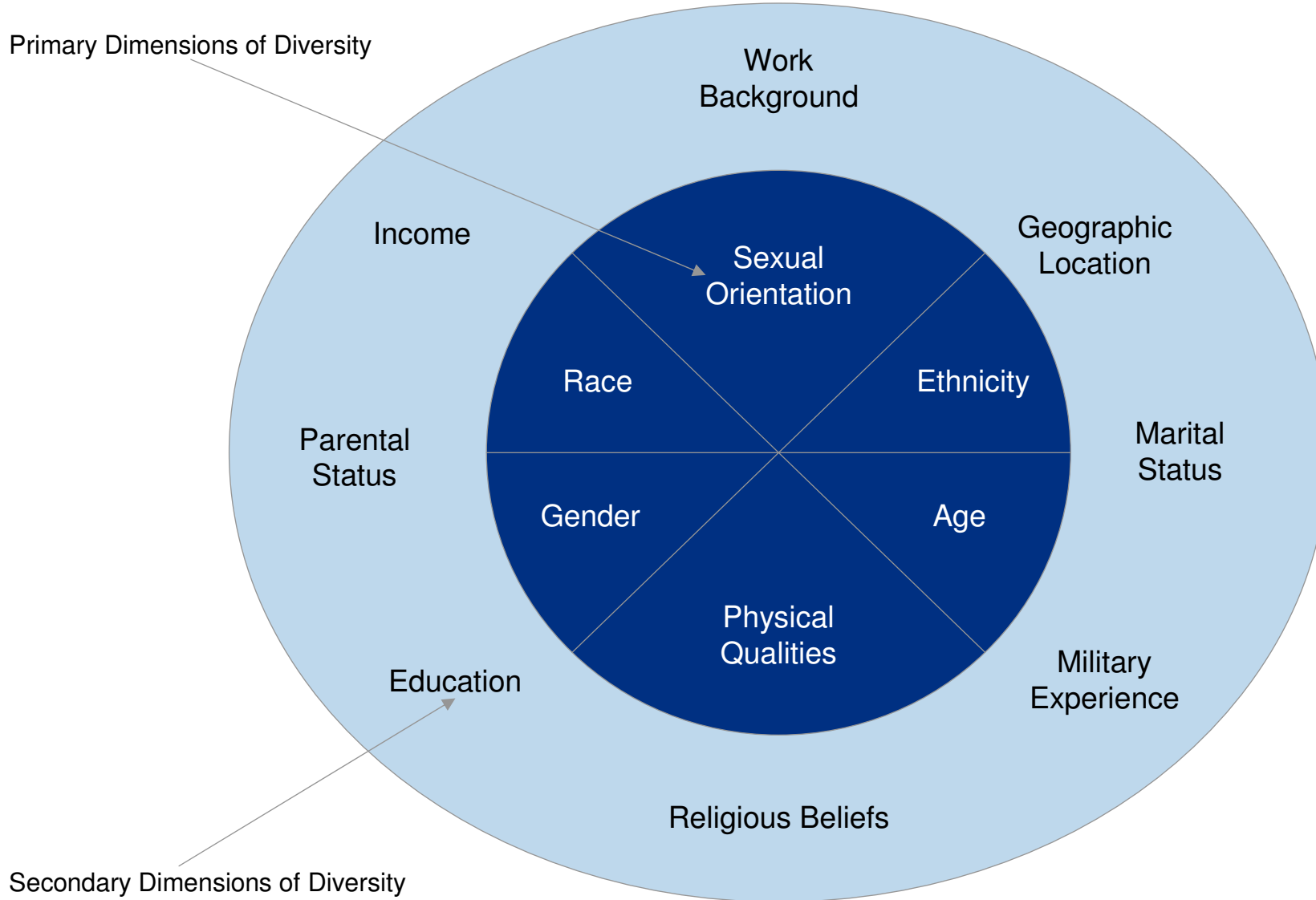


## Danger of First Impressions

- We make decisions about people every day
- Our first impressions can
  - Influence our working relationships
  - Be affected by stereotypes of which we are not aware

# Dimensions of Diversity

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## Questions for the panelists

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- At what age did you decide you were homosexual?
  - Is sexual orientation a choice?
- With all of the options for employment, why do you think Men go into jobs such as the building trade and construction and Women into Care Work and Education?
  - Did anything restrict you from choosing your occupation?
- Homosexuals are rarely witnessed holding hands, hugging or kissing in public. Why do you think this is?
  - Is anything preventing you from expressing your 'connectedness' to others?
  - How do GLBT people publicly show commitment to others if they are not socially allowed to show affection?

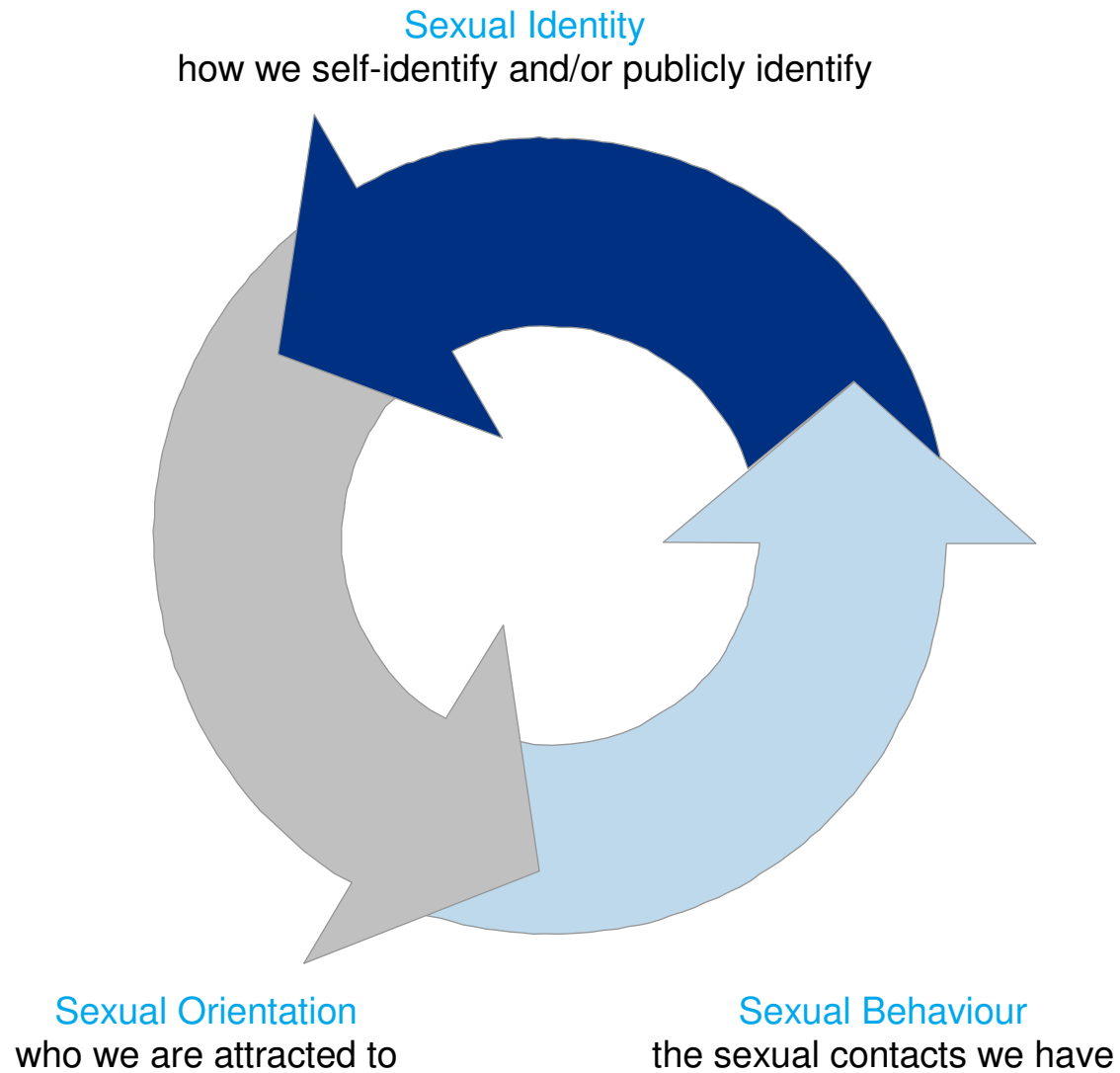
## Questions to participants during the workshop in London

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- At what age did you decide you were heterosexual?
  - Is sexual orientation a choice?
- With all of the options for employment, why do you think gay Men go into jobs like Cabin Crew and Hairdressing and Gay Women become Probation Officers or Prison Wardens?
  - Did anything restrict you from choosing your occupation?
- Heterosexuals are often witnessed holding hands, hugging or kissing in public. Why do heterosexuals seem to “flaunt” their sexuality?
  - Is anything preventing you from expressing your ‘connectedness’ to others?
  - How do GLBT people publicly show commitment to others if they are not socially allowed to show affection?

# Is it the “Sex” in Sexual Orientation – The Sexual Trichotomy

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# Staying in the Closet

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## To Choose to Act Like Someone I'm Not

- Pretending
  - Bring friends to company social events
  - Untrue Stories – What I did at the weekend ...
- Hiding
  - Withdrawing from social settings
  - Avoiding certain conversations

(Miller, Forest, and Jurik, 2003)

## Job Attitude

- Lower Job Satisfaction
  - Greater Job Anxiety
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- Less pleased with Co-workers
    - Not Pleased with co-workers → Not Coming Out?
    - Not Coming Out → Not Pleased with co-workers?

(Griffith and Hebl, 2002)

(Miller, Forest, and Jurik, 2003)

# Some Reasons & Benefits for Coming Out

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- It always matters when anyone comes out
  - Exhaustive research proves that the attitudinal game changer for straight people is knowing someone who's gay. We know it changes things
- In our society, familiarity with a celebrity counts as knowing someone
  - Because of the amount of coverage celebrities get, we feel like we really do know them. If knowing a person who comes out changes the way straight people think about LGBT people, and familiarity with a celebrity counts as knowing someone, then congratulations to Ricky Martin and every other celebrity who comes out
- It opens up an important dialogue
  - The conversation we've had today is a useful way of talking about things that might be uncomfortable for us

**“Personally, coming out was one of the most important things I've ever done, lifting from my shoulders the millstone of lies that I hadn't even realized I was carrying.”**

**Sir Ian McKellen**

# Top 10 Things to Say to Someone Who Comes Out to You

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1. Nothing - It's fine to take a moment and take it in before you respond, so you don't blurt out something you don't mean. But eventually you will have to say something
2. Thanks for trusting me enough to tell me
3. I'm listening and here if you want to talk
4. It's really great that you're being true to who you are
5. I don't know many gay people, please let me know if I do or say anything that offends you. I wouldn't want to say anything that upsets you
6. I'm not sure what the right thing is to say, but I want to be here and supportive for you
7. How can I support you?
8. Are you comfortable with other people knowing, or do you want to be the one to tell people?
9. Have you come out to anyone else? How's that been?
10. Cool. This doesn't change how I feel about you. Hope we're still going for that drink on Friday night?

# Top 10 Things Not to Say to Someone Who Comes Out to You

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1. You're one of them?
2. That's immoral
3. But you've got children
4. You're just confused
5. You can't be gay, you used to have a boyfriend/girlfriend
6. Have you tried talking to a professional about this?, maybe they can help you
7. It's probably just a phase
8. But you're so pretty, lots of men here like you, you don't have to be a lesbian
9. What? You're gay, but we go to the gym together. Does that mean you've been looking at me 'that way' all the time?
10. How long have you known you were ... you know?

Why Do They Need to Tell Me?

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Thoughts / Questions / Comments?

**I don't want to tell you what I do, I simply want to share with you, all of who I am**

# References

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- <http://writers.unconsciousbias.org/unconsciousbias/> - definition of unconscious bias
- Loden and Rosener 1991 – Dimensions of Diversity