

# Using an intercultural lens to uncover bias in our diverse classrooms

Joenita Paulrajan, UBC Extended Learning  
Heather Tobe, Douglas College

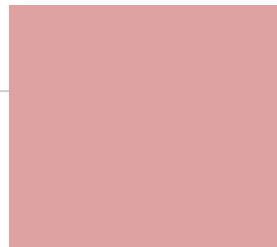


## SUMMER CONFERENCE 2019

Evolving Narratives: Internationalization, Interculturalization, and Indigenization

JUNE 23–26, 2019 | WHISTLER, BC

# Select 2 colours you like most



adapted from <https://www.youtube.com/watch?v=zdV8OpXhl2g&t=601s>

Select 2 colours you like least



adapted from <https://www.youtube.com/watch?v=zdV8OpXhl2g&t=601s>



# Objectives

---

- Examine the concept of unconscious bias
- Look at unconscious bias in the classroom
- Explore strategies to reduce unconscious bias

# Guidelines



Unconscious/implicit bias—not get stuck in the labelling

We invite you to

- allow yourself space and allow space for others
- to explore
- to reflect
- to challenge yourself
- to change

Recognize that bias is nuanced and it manifests on different levels: personal, organizational and systemic

Engage with your own stories



<https://www.uwl.ac.uk/for-business/venue-and-facilities-hire/classrooms>

# What is unconscious bias?

- it is the brain's automatic, instantaneous association of stereotypes and attitudes with particular groups (Dovidio & Gaertner, 2004)
- it exists beyond our conscious awareness
- it is often contrary to our conscious values and ideals
- it can be a greater predictor of our behavior than our conscious values

# Characteristics of unconscious bias

- everyone has them
- everyone is affected by them
- based on perceptions and judgements
- how we make decisions
- formed outside of our own conscious awareness
- reflected in behaviour – eg body language
- shows up in both microaggressions and microaffirmations
- social stereotypes

<http://kirwaninstitute.osu.edu/wp-content/uploads/2014/03/2014-implicit-bias.pdf>



# Increased by

- stress
- time pressure
- multi-tasking
- ambiguity
- incomplete data
- lack of critical mass

[http://perception.org/wp-content/uploads/2016/07/CSEE-Quarterly\\_Summer-2016\\_Perception-Article.pdf](http://perception.org/wp-content/uploads/2016/07/CSEE-Quarterly_Summer-2016_Perception-Article.pdf)

# Why do we need to be aware of unconscious bias?

- stereotype threat
- intent / impact
- student development
- respect diversity
- develop intercultural sensitivity
- need to recognize before moving forward
- process – not a checklist

# What can we do?

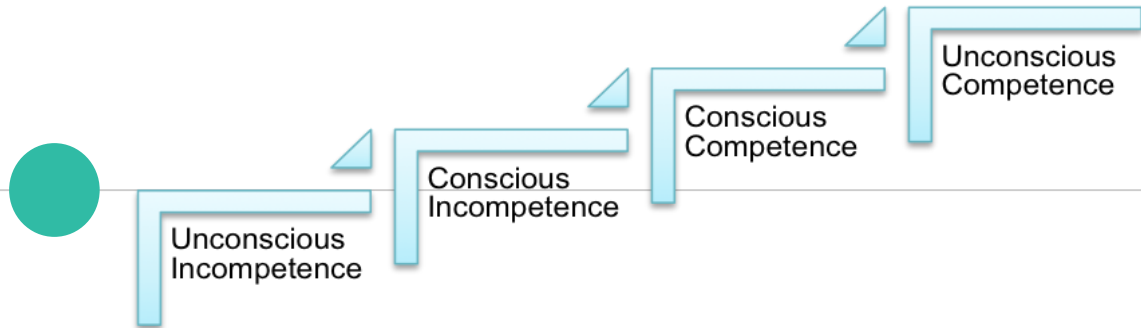
- recognize our biases
- self –correct
- be sure that our behavior is aligned with our values and not our biases

- growth mindset (Dweck, 2006)
- promote conscious inclusion

○ pay attention to:

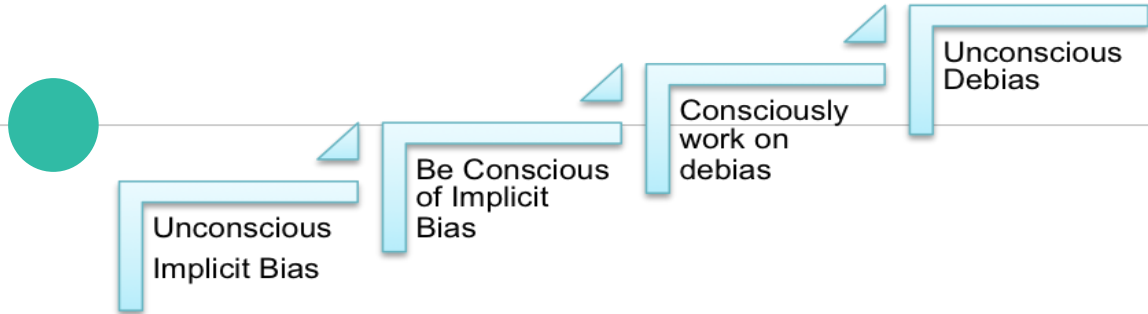
- stress
- time pressure
- multi-tasking
- ambiguity
- incomplete data
- lack of critical mass

# Staircase Model of Developing Intercultural Communication Flexibility:



Intercultural Communication Competence: A Staircase Model Figure 2.2  
Stella Ting-Toomey & Leeva C Chung (2011), Understanding Intercultural  
Communication. 2 nd Ed. OUP.

# Staircase Model of Reducing Unconscious bias:



Joenita Paulrajan UBC Extended Learning Centre for Intercultural Communication

# Case studies



- 6 case studies - situations that have come up in our work

Pick a case study per group. Discuss the three questions in your group as it pertains to your case study

- What are some biases that can be perceived here?
- What have you noticed and what are possible resultant actions?
- If this was you, what would you do to identify growth in yourself?



# Gallery Walk

---

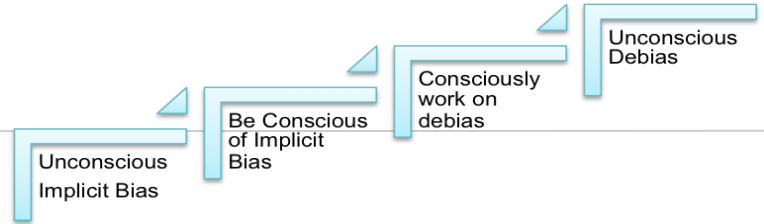
## ⦿ Biases

- ⦿ What biases do we perceive towards domestic and towards international students?

## ⦿ Strategies

- ⦿ What have you noticed and what are possible resultant actions?
- ⦿ If this was you, what would you do to identify your unconscious bias development?

# Wrap up



- What have you noticed?

## Closing thoughts

- Mitigate outcomes
- Manage stress—transform through empathy
- Remember learning and unlearning is a process fast/slow



# What can we do within our organizations?

- Set realistic expectations.
- Address:
  - In-group favoritism and how it operates in the organization
  - Implicit biases that run contrary to our organizations' explicit values
- Reflect on symbolic representations.
- Consider de-biasing, counter-stereotyping activities.
- Continuous learning.
- Focus the learning.

Adapted from: <https://trainingmag.com/trgmag-article/unconscious-bias>

- Work on structural and systemic issues.
- Recognize political, economic, socio historical context.
- Check current policies and practices.
- Not to confuse 'we all have bias' sentiment with the fact that some benefit from structural inequity at the expense of others.
- Not just try to help others but increase access to opportunities, build inclusive communities so everyone can belong and thrive.

Adapted from:  
[www.nationalequityproject.org](http://www.nationalequityproject.org)



# Resources for further learning

---

- Intercultural, D&I programs at UBC Extended Learning:  
<https://extendedlearning.ubc.ca/study-topic/intercultural-communication-diversity-inclusion>
- SIETAR BC: <https://www.sietar.bc.ca/>
- Unconscious Bias Training Module: <http://www.chairs-chaire.gc.ca/program-programme/equity-equite/bias/module-eng.aspx?pedisable=false>
- IAT: <https://implicit.harvard.edu/implicit/>

## More resources



- Status of Women Canada has a list of resources online at <https://cfc-swc.gc.ca/gba-ac/s/bias-prejuge-en.html>
- Canada Research Chairs. Equity, Diversity and Inclusion: Best Practices for Recruitment, Hiring and Retention [online]. Accessed August 2018 from: [http://www.chairs-chaire.gc.ca/program-programme/equity-equite/best\\_practices-pratiques\\_examplaires-eng.aspx](http://www.chairs-chaire.gc.ca/program-programme/equity-equite/best_practices-pratiques_examplaires-eng.aspx)
- Kirwan Institute State of the Science Implicit Bias Review: <http://kirwaninstitute.osu.edu/wp-content/uploads/2014/03/2014-implicit-bias.pdf>
- Project Implicit: <http://projectimplicit.net/index.html>

