

magnetic

TRAININGSOLUTIONS.COM

MAGNETIC
TRAINING SOLUTIONS

MAKING TRAINING STICK

We make the boring things fun. And the fun things even more fun.

Being a better YOU!



1+1

Quality & Safety

Summit 2018

Because progress doesn't stop at 2.

The graphic features a light yellow background with various blue line-art icons: a rocket, planets, a lightbulb, a plus sign, a brain, a stethoscope, a calendar for Q3 2018, and a magnifying glass. The text '1+1' is in large blue font with pink outlines. Below it, 'Quality & Safety' and 'Summit 2018' are in blue text inside pink-outlined boxes. The tagline 'Because progress doesn't stop at 2.' is at the bottom.

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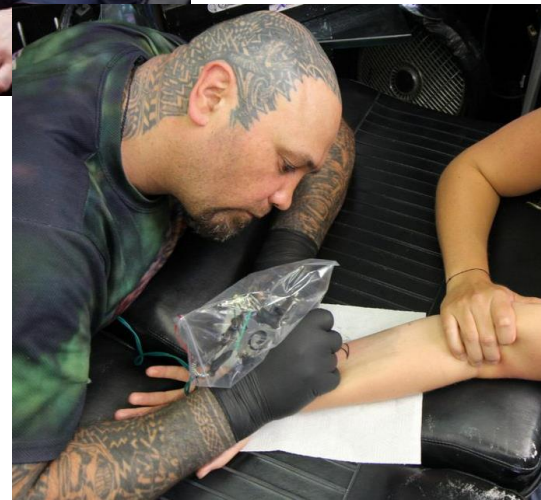
Do you have positive or negative biases when thinking about any of these categories?

Places



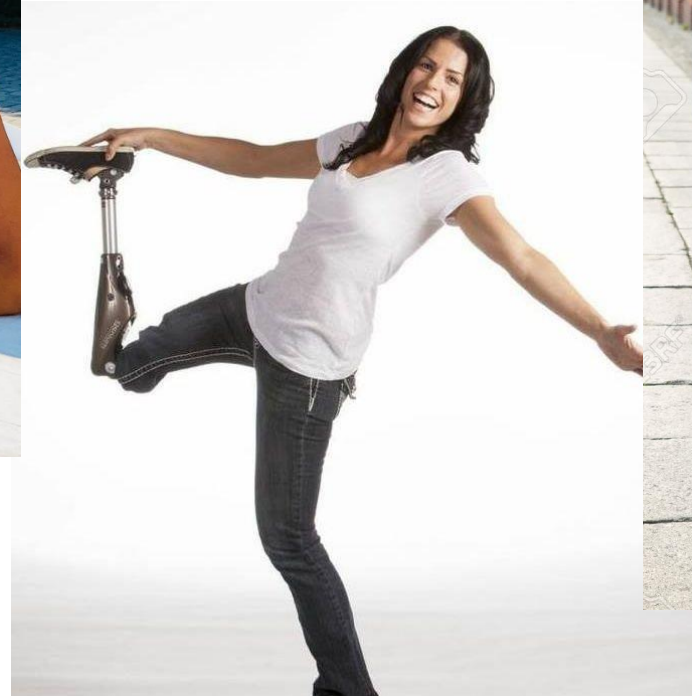
Do you have positive or negative biases when thinking about any of these categories?

Roles



Do you have positive or negative biases when thinking about any of these categories?

Disability



Today we are going to cover ways to:



- Identify unconscious bias and how it impacts behaviour
- Become a better you by challenging your own unconscious bias
- Identify the link between communication styles & values

A photograph of a large, classical-style building with a prominent white portico supported by columns and a tall, ornate tower with a golden dome. The building is surrounded by green trees and a clear blue sky. A quote is overlaid on the right side of the image.

**"Success in business today is
15% technology and 85%
Emotional Intelligence."**

Harvard School of Business



*“In the beginner’s mind
there are many possibilities.
In the expert’s mind there
are few”*

-Shunryu Suzuki

Introductions

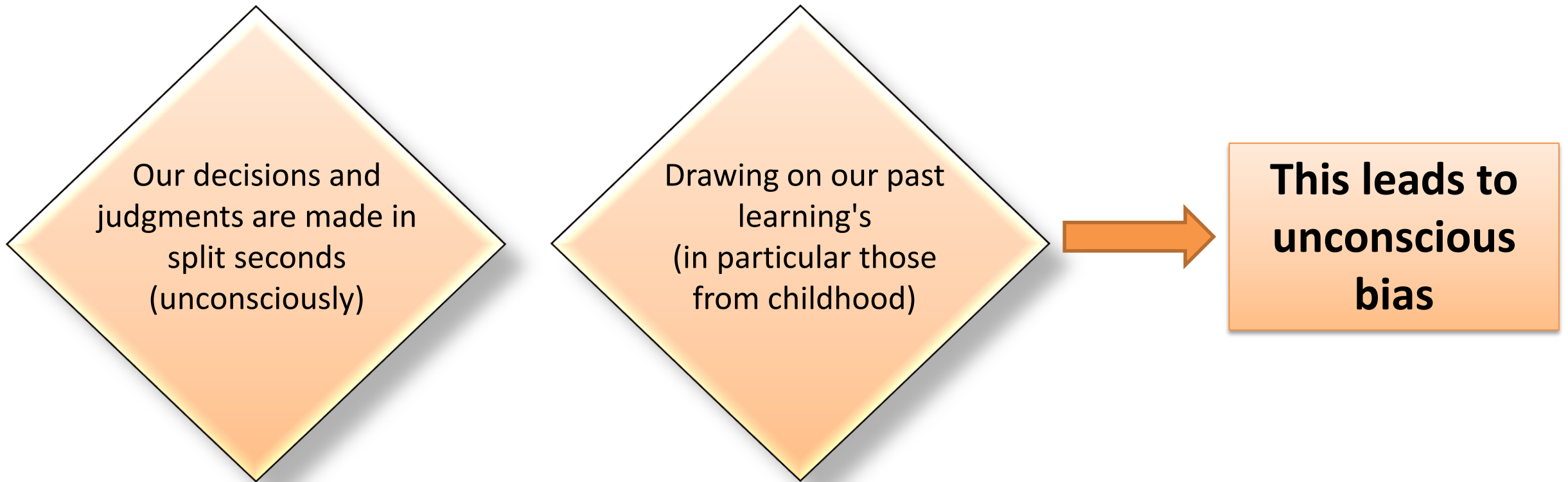
- Name
- Position
- Fun Fact
- Why are you here today?



We ALL have **Unconscious beliefs** that influence our attitudes, behaviours and how we interact with others.



On average our brains make over 50,000 decisions every day



This means we may not provide everyone the same opportunities or choices.



What characteristics of each person did you notice first?



What characteristics of each person did you notice first?



How unconscious bias affects us

Perception

How we see people and perceive reality

Attitude

How we react towards certain people

Behaviours

How receptive we are to certain people

Attention


Which aspects of a person we focus on

Listening

How we actively listen to what people say

Micro-Affirmations

How we reinforce people in certain situations



Change the way you look
at things and the things
you look at change.

Wayne W. Dyer

We can trace our bias back to our belief system





SELF REFLECTION

Unconscious Bias Awareness

Higher numbers indicate greater discomfort with social situations in that section.



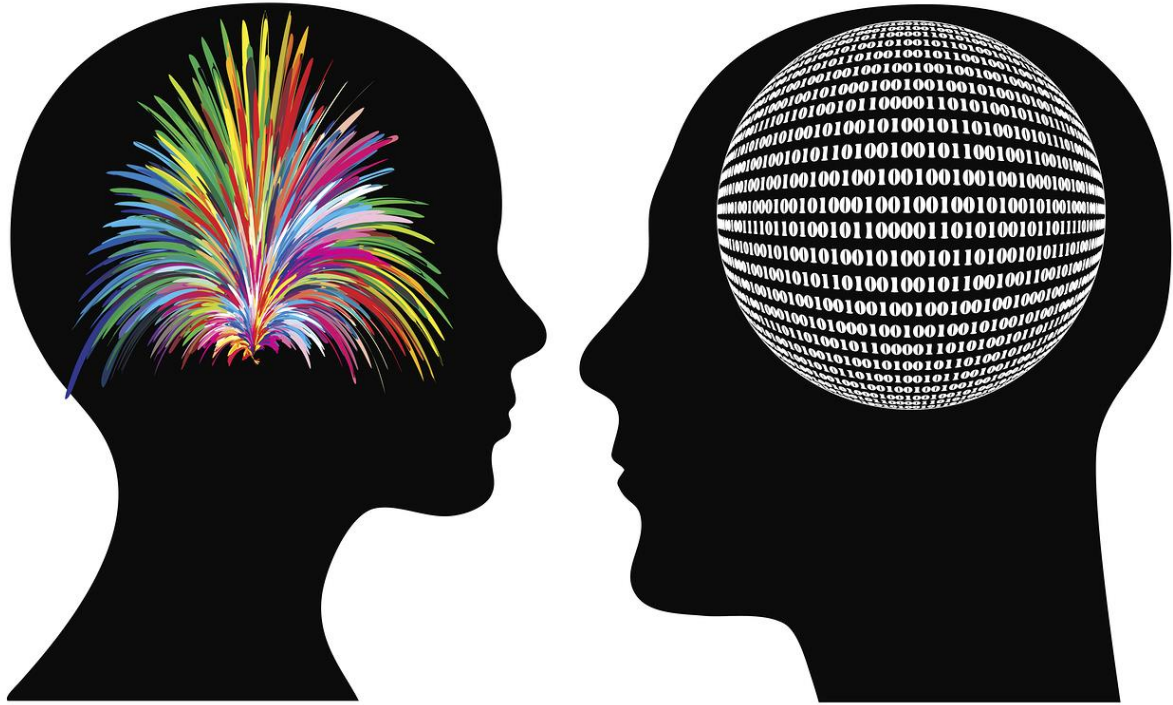
Creating Momentum



Pair up with the person you did introductions with and ask these 2 questions:



- ✧ What makes you come alive
- ✧ What breaks your heart



**“We don’t see things as they are.
We see them as we are.”**

—Anais Nin

Did your perceptions change following this conversation compared to your first interaction?



15 minutes

Individual Communication & Motivational Styles

Understanding yourself and the dynamic you bring to a group will help you understand others' motivation, values, and needs



Personality Styles



DIRECT

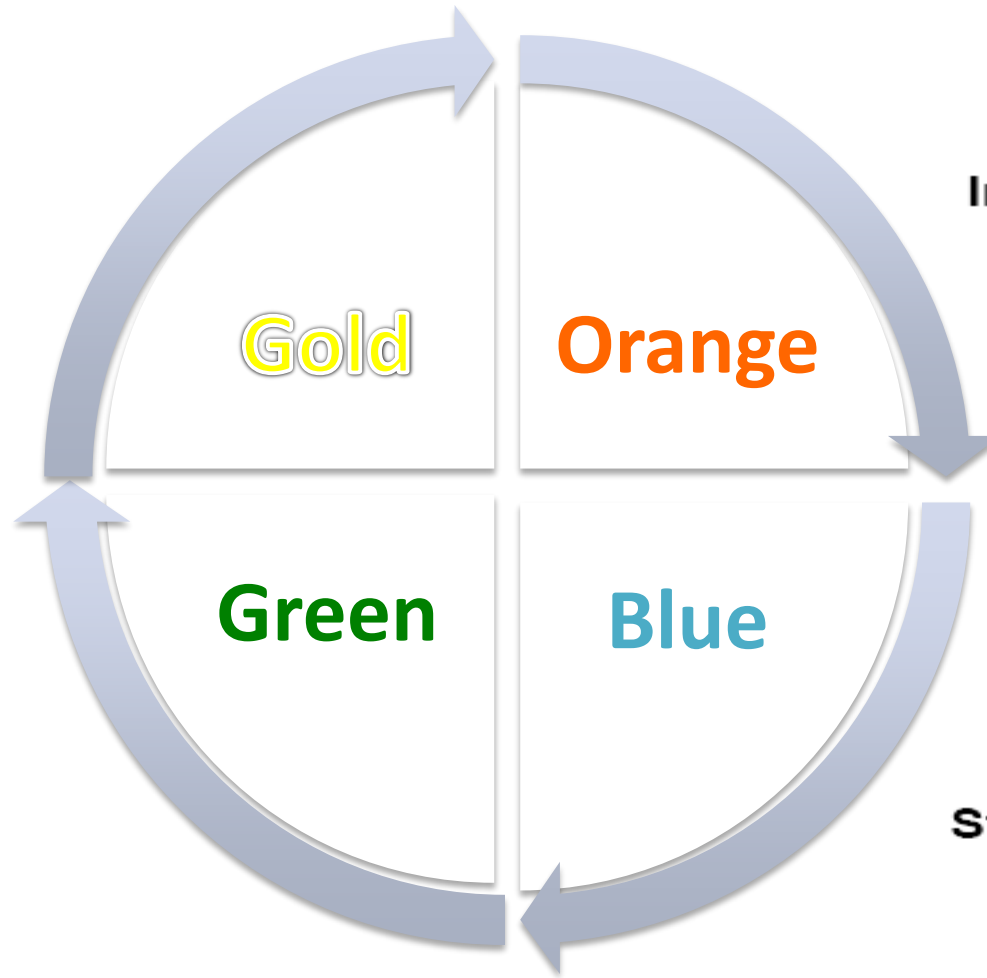
Dominance (D):

- Direct
- Results-oriented
- Firm

**TASK
ORIENTED**

Conscientiousness (C):

- Analytical
- Reserved
- Precise



Influence (i):

- Outgoing
- Enthusiastic
- Optimistic

**PEOPLE
ORIENTED**

Steadiness (S):

- Even-tempered
- Accommodating
- Patient

REFLECTIVE

DIRECT

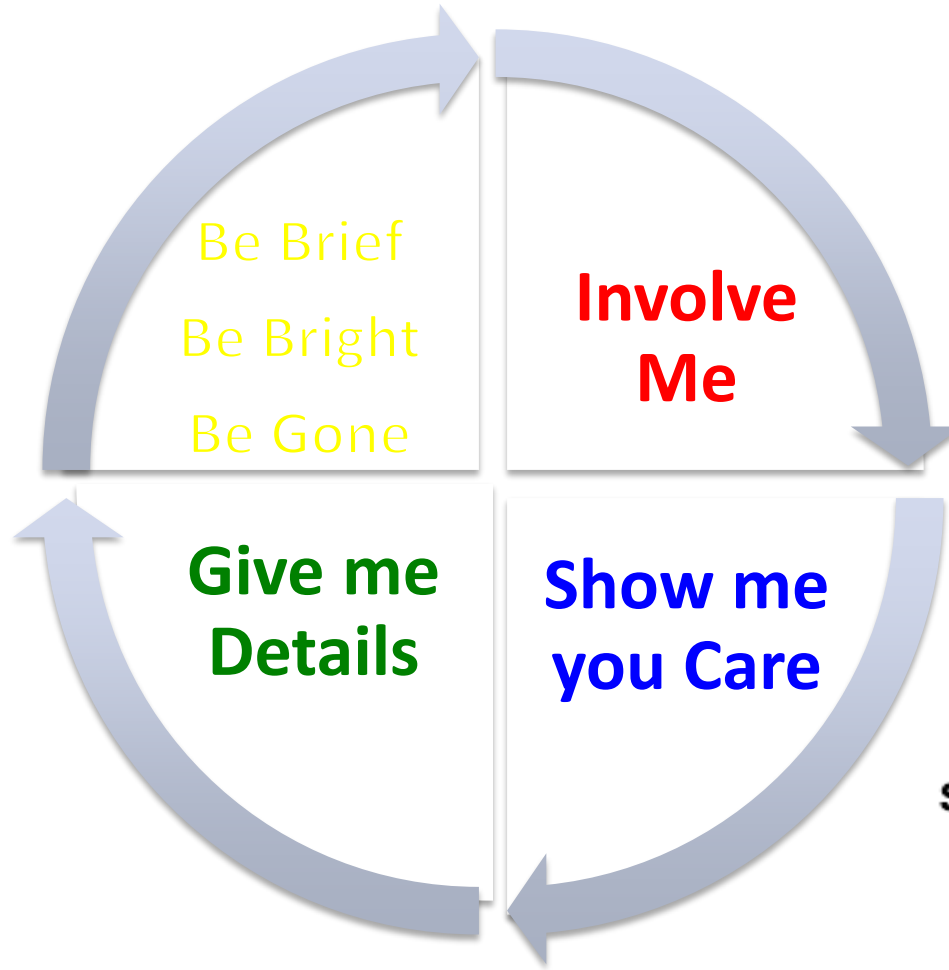
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REFLECTIVE

Clarity through Contrast

We learn what works by what didn't work...

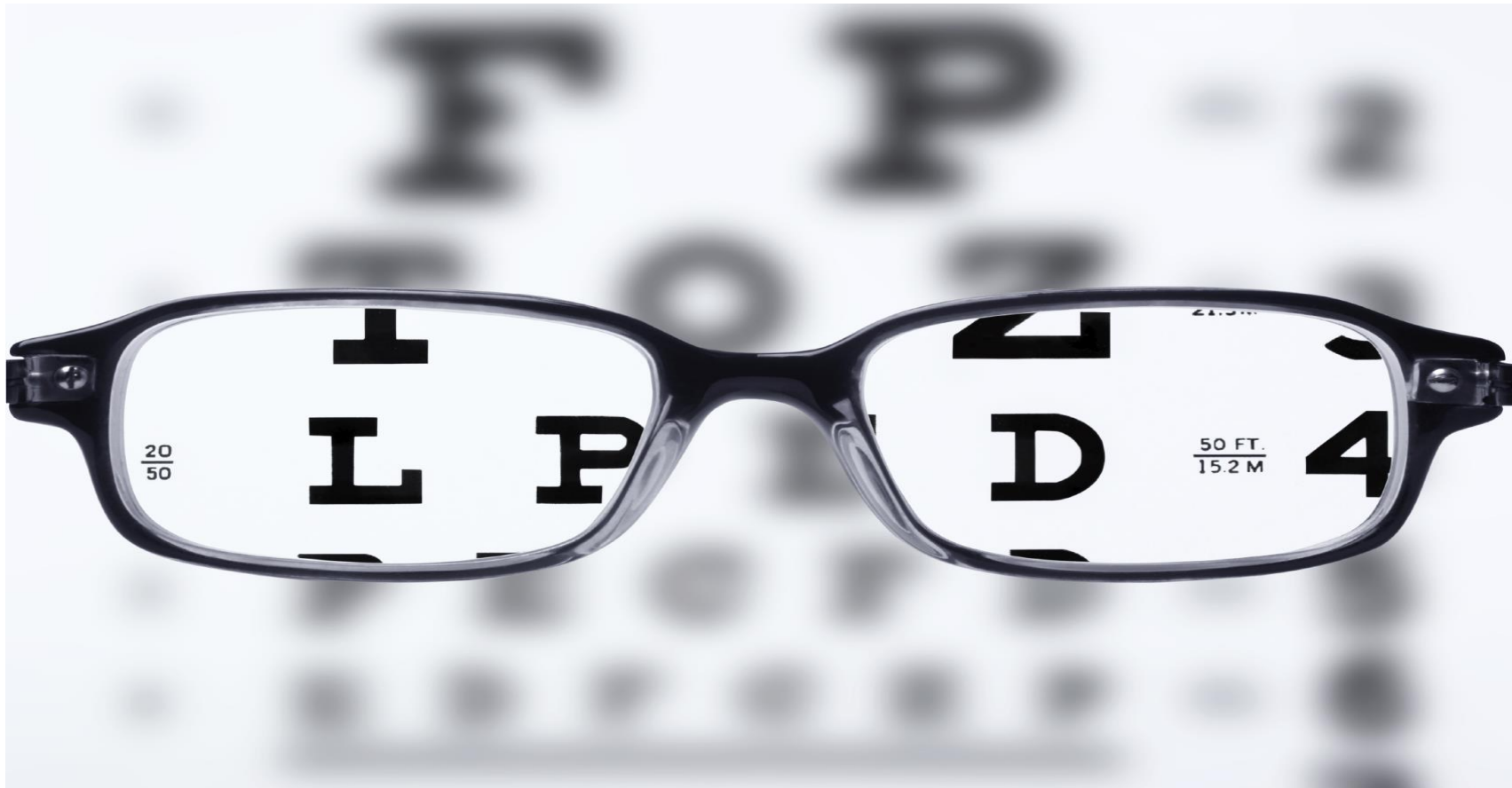


Table Group Discussion:

How has unconscious bias impacted patient care?

What can we do to be more self-aware in our day to day activities to enhance/support patient and family focused care in our work?

What can we do to have a more positive impact on those we are helping/working with?

Be aware of your mental tape & be RAD!

Recognise your bias & behaviour

Account & Acknowledge – serve or harm?

Decide to Change

Reframing Takeaway

Choose someone or a situation that you usually associate with a negative perspective:

Find three things positive about that situation.

Make a commitment to being a better YOU

- ✓ **Identify unconscious bias and how it impacts behaviour**
- ✓ **Become a better you by challenging your own unconscious bias**
- ✓ **Identify the link between communication styles & values**

By doing this, we will all contribute to better health care and most of all... and creating a better world!

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Reflecting on Learning:



- What are your personal learning's from today?
- What will you do differently?
- What one thing sticks out for you?

Develop a passion for learning.
If you do, you will never cease to grow

