



**London
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UNBIASED MINDSETS FOR INTERCULTURAL EXCELLENCE

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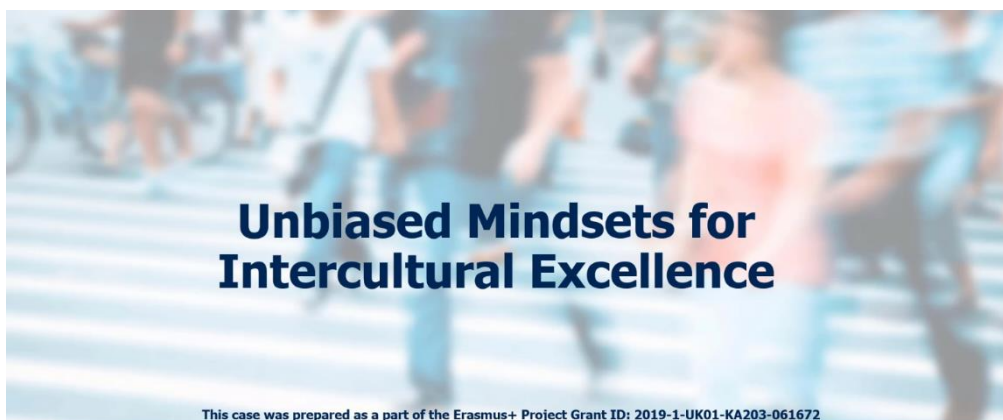
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Video case study can be accessed [here](#).



UNBIASED MINDSETS FOR INTERCULTURAL EXCELLENCE – TEACHING GUIDE & NOTES

1. Summary of case study

In this video case you will find out about how students, professionals and organisations can cope with unconscious bias. More specifically, you will find out how you can mitigate your own biases and stereotypes. You will find out that you can develop an open and flexible mind in which you can easily switch to a new situation and adjust your behaviour towards others.

You will find out how large companies make better informed decisions related to important people processes such as attraction, promotion, and retention.

You will discover more about unconscious bias training and how it can be integrated in a wider company programme on diversity and inclusion.

2. Suggested methodology for ‘solving’ the case study

Consider the following questions:

How come we are biased?

What is the impact of our brain on our perception of others?

What is the problem with being biased?

How can you mitigate your own biases and stereotypes?

How can you create awareness of unconscious bias decisions?

How could bias be a problem when making a hiring decision?

How could bias be a problem when making a promotion decision?

How could bias be a problem when making a redundancy decision?

How can you train students and professionals on having an unbiased mindset?

How can you integrate awareness and focus on unconscious bias in a general program on diversity and inclusion?

How can you create an open and flexible mind and quickly adapt your behaviour to new situations and people? Which behaviour will be apparent when you have a flexible mind?

3. Possible answers

How come we are biased?

It is the way our brain functions in order to deal with the overload of information for a reduced cognitive capacity. To cope with it, our brain developed two parts: an unconscious part and a conscious part.



What is the impact of our brain on our perception of others?

Our brain makes shortcuts about other people and categorises people using easily observed criteria such as gender, age, skin colour and weight.

What is the problem of being biased?

If you are not aware of this, you might have incomplete views, and draw conclusions on how you perceive others that are not fully complete or correct.

How can you mitigate your own biases and stereotypes?

By becoming aware of your own biases and stereotypes. By asking yourself whether your biases play a role in your perception of others and/or in your decision making.

How can you create awareness of unconscious bias decisions?

Integrate a stop moment prior to your decision making in order to check whether bias plays a role.

How could bias be a problem when making a hiring decision?

By overlooking great talent and competences, by misinterpreting applicants' behaviour ...

