



Culture Dynamics DCI

Inspiring Lives • Transforming Cultures



UNCONSCIOUS BIAS

FROM AWARENESS TO APPLICATION

A FRAMEWORK TO RAISE MINDFULNESS & SENSITIVITIES

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DCI
CONSULTING



What is Unconscious Bias?
Why does it matter in today's VUCA environment?
How does it affect your organization performance?

Every human being makes immediate, snap decisions about other people. It is purely instinctual and happens faster than we can comprehend.

At the workplace, we should be objective and professional in carrying out tasks. Unconsciously and without realizing, we often make decisions based on our personal judgement where unconscious bias play a big influence.

This is an overview session touching on the foundation of Unconscious Bias to raise mindfulness and sensitivities.

We strive to create an awareness on the subject and explore the application on hidden opportunities that could propel the company to a higher level of performance

OBJECTIVE



- Recognize what unconscious bias is and be aware of biases at the workplace.
- Recognize mindfulness and sensitivities on stereotyping and it how it affects our thinking and perspective.
- Assess the impact biases cause and how do we manage it.
- Identify ways on how to overcome so to be competitive and thrive to become a performing organization.
- Develop strategies to actively manage the biases.



- At the global level, we want to promote leadership and managerial practices that are designed for local delivery.
- At the national level, we need to harness the synergy from the multicultural diversity that is existing in Malaysia.
- At the group level, we have to understand the hidden dimensions of culture in order to break barriers and build national unity.
- At the individual level, we want to acquire knowledge and develop skills on how to move forward glocally (Think Global, Act Local).





1. Highly interactive with experiential activities based on multiple intelligences.
2. We use a variety of training tools, group discussion, storytelling, video, role play, case studies, class assignments, lecture with games and activities, where appropriate, to make learning RELEVANT, FUN and IMPACTFUL!
3. In essence, our methodology is:
 - Online interactive learning
 - Facilitative training
 - Participants focused
 - Relevant & fun learning



WHO SHOULD ATTEND?

This program is suitable for:

- Diversity & Inclusion committee
- Change agents involve in Diversity & Inclusions
- Anyone with keen interest from top to bottom of company



COURSE OUTLINE

This program can be conducted in 4 hours Classroom or Online, it can be done as forum talk for 2 hours too. Please inquire.

4 hours Classroom or Online

Module 1: Our Conscious & Unconscious Mind

- Unconscious Mind defines reality
- What is Unconscious Bias?
- What is Stereotyping?
- Breakout Room Discussion: Have I been unconsciously bias & stereotyping?

Module 2: Impact to the Organization

- Types of Unconscious Bias
- How does unconscious bias affect organization?
- How to overcome Unconscious Bias?
- Breakout Room Discussion: Impact of biases at the workplace
- How to overcome?

Module 3: Why Diversity & Inclusion matters?

- What is Diversity, Workplace Diversity & Inclusion?
- Why Diversity matters?
- Evolution of Inclusion
- What are the benefits?
- Open Discussion: Diversity & Inclusion Moving Forward

7 hours Classroom or Online (1 day)

Module 1: Our Conscious & Unconscious Mind

- Unconscious Mind defines reality
- What is Unconscious Bias?
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- Breakout Room Discussion: Have I been unconsciously bias & stereotyping?

Module 2: Impact to the Organization

- Types of Unconscious Bias
- How does unconscious bias affect organization?
- Breakout Room Discussion: Impact of biases at the workplace
- Analysis of Fast & Slow Thinking
- Ladder of Inference
- Breakout Room Discussion: Identify where you are on the ladder

Module 3: Managing Biases

- How to overcome Unconscious Bias?
- Breakout Room Discussion: Assess the biases at the workplace and what can be done to overcome
- Plenary & presentation by each group

Module 4: Why Diversity & Inclusion matters?

- What is Diversity, Workplace Diversity & Inclusion?
- Why Diversity matters?
- Evolution of Inclusion
- What are the benefits?
- Open Discussion: Diversity & Inclusion Moving Forward
- Summary & Closing



LILY LAU

Lily Lau is the speaker, trainer, facilitator and consultant for multiple training workshops, seminars and conferences, with more than 17 years training and facilitation experience in culture, diversity, bridging generational gap, communication, interpersonal skills and corporate culture transformation.



She is the **Certified Master Trainer for Directive Communication Psychology**, and the pioneer in developing Colored Brain training business in Malaysia. Over the years, she has certified over 100 trainers and coaches and conducted over 600 training workshops and speaking engagements.

Lily was awarded for being the **Best Performing International Partner** and the **Best DC Master Trainer** by Directive Communication International and Arthur Carmazzi for 2 consecutive years in 2018 and 2020. Her name is listed in the 10 Trainer Thought Leaders to follow in 2024.

Based on the belief that every individual is unique and has the capacity to excel, given the right opportunities, Lily's training methodology breaks barriers, cultivates trust and creates synergies across cultures. She works with individuals from the psychological perspective by understanding their genetic thinking style and personal desire and combines the cultural influence background to provide holistic approach solutions.

Her articles on communication, generational and cross-cultural issues have been published in Leaderonomics & MyStarJobs newspapers, Smart Investors and Asian Quality magazines. Lily was interviewed in BFM radio on Malaysian generational issue and featured as a Directive Communication expert on the NTV7 Breakfast Show. Her passion is to travel, see new places, meet people and enjoy good food.



Master Trainer of
Directive Communication
Psychology in Malaysia



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DC Culture
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Psychology (AiOBP)