

# Tackling Our Unconscious Bias in the Workplace



We all have biases and we bring them with us everyday to the workplace. We use bias as a protective mechanism, classifying “groupings” without really understanding them. But it is these mental shortcuts that lead to snap judgements about people’s talents or character. They can be about age, gender, thinking style and ethnicity to name a few. And it is these mental shortcuts that permeate and affect so many facets of working life from hiring and promotion decisions to interactions with customers and colleagues.

Tackling our Unconscious Bias is necessary to level the playing field. The critical benefits of gender representation alone are extensive.

- Better representation of customer base
- Being held to account
- Avoids brain drain & loss of invaluable social and intellectual capital
- Diversity of thought
- Avoids danger of looking Neolithic
- Avoids fishing in a limited pool
- Future is all about flexibility and collaboration

Source: She’s Back - Lisa Unwin & Deb Kahn

And the business case is strong. In **2018 McKinsey Diversity Matters Report**, reported gender diverse companies are 21% more likely to outperform their competition. Ethnically & racially diverse companies are 35% more likely to outperform.

At WorkJuggle, we work with companies to acknowledge, challenge and train staff and management teams to tackle our bias in the workplace. Our training style is informative, interactive and very engaging. You can read below to see what our customers have to say.



*“At Zurich we want to put credible sessions to our colleagues to support their transition back to the workplace. Leading with a session for our managers and then another session for all our other colleagues, WorkJuggle delivered really practical and inspiring sessions about inclusivity, unconscious bias and returning to a hybrid way of working. The feedback from the attendees validated the effectiveness of the session. Thankfully the collaboration in advance and the passion of WorkJuggle to align their training to our values led to a memorable session. I look forward to working with them team again on their many areas of expertise.”*

**Julie Toner**  
Head of Talent Acquisition & People Development

*“WorkJuggle delivered an engaging, immersive and interactive session that helps us raise awareness of and understand Unconscious Bias, explore its many dimensions, how it permeates much of what we do, and recognize its link to effective decision making.*

*I would highly recommend Work Juggle and look forward to ongoing collaboration.”*

**Tara O’Rourke**  
Head of Brand Marketing, Coca Cola HBC

*“Flogas consulted with WorkJuggle as part of our Inclusion & Diversity strategy. WorkJuggle analyzed the following processes on our behalf:*

- Recruitment Resourcing & Roles
- Recruitment Process
- Employee Lifecycle (including L&D and Performance management)
- Employer Brand

*They made practical short-, medium- and long-term recommendations all of which can be used by us as we work to make the organization more inclusive.*

*We found the team at WorkJuggle to be collaborative and helpful. They customized their work to meet the demands specific to our business. The quality of the report was excellent and we found the experience to be more of a partnership that empowered us to drive our strategy forward. They were an absolute pleasure to work with and I would have no hesitation in recommending them as partners in any company’s diversity & inclusion initiatives.”*

**Jenny Maher**  
HR Manager Flogas

## Customers



To find out more about how we can help your organisation manage the transition please contact [aoife@workjuggle.com](mailto:aoife@workjuggle.com)