

# Leadership & Management Development



## 2.11 Managing Our Unconscious Biases

The programmes within this Personal Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening for individuals and teams within your organisation. What begins as a request for confidence, resilience or mindset support often reveals something deeper – identity, self-belief, emotional commitment or the ability to navigate change.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people see themselves, how they show up at work and what inner shifts are required to unlock stronger performance and fulfilment. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Unconscious biases are automatic mental shortcuts that influence perception and decision-making without our awareness. While natural, they can lead to unintended inequity, misunderstanding and reduced collaboration in the workplace.

This practical one-day programme increases awareness of unconscious bias and its impact on behaviour, communication and organisational culture. Participants will learn realistic approaches to recognise their own biases, challenge assumptions and contribute to a more inclusive working environment.

### Who Should Attend

#### Professionals at all levels who want to:

- Improve fairness and inclusivity in workplace interactions
- Strengthen decision-making and working relationships
- Understand how bias influences everyday behaviour
- Contribute to a positive and respectful culture

Relevant across all roles, industries and teams.

### Context

Bias influences our decisions, communication and relationships in ways we often do not notice. Without awareness, even well-intentioned leaders can unintentionally exclude or misunderstand others, impacting morale and performance. Strengthening fairness and inclusion requires conscious attention to how we think and how others experience us.

At Expleo we help individuals recognise patterns, challenge assumptions and make more open-minded decisions. This programme supports participants to build inclusive habits that enhance trust, collaboration and the full contribution of every team member.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of the programme participants will be able to:**

- Define unconscious bias and recognise its influence on decision-making
- Reflect on personal beliefs and experiences to surface potential biases
- Recognise biased behaviours, assumptions and language
- Apply practical techniques to challenge bias in themselves and others
- Support diversity and inclusion through everyday actions
- Contribute to a respectful culture where people feel valued and included

## Course Outline

### 1. What Is Unconscious Bias?

- Why biases exist and how they influence perception and behaviour
- Effects on workplace fairness and interaction

### 2. Raising Self-Awareness

- Recognising personal biases through reflection
- Identifying moments where assumptions influence decisions

### 3. Recognising Bias in Others

- Spotting biased behaviour and language
- Understanding the impact on individuals and teams

### 4. Challenging and Reducing Bias

- Practical strategies to test assumptions and encourage fairness
- Encouraging open and constructive dialogue

### 5. Supporting Diversity and Inclusion

- Everyday actions that build psychological safety
- Strengthening equity in workplace systems and processes

### 6. Embedding Inclusive Habits

- Sustaining positive behaviours through accountability
- Demonstrating allyship in real-world scenarios

## Training Methodology

**Interactive and reflective learning including:**

- Group discussion and scenario-based activities
- Case studies and supportive skills practice
- Tools for self-reflection and behaviour change
- Facilitator guidance to enable open dialogue and learning

Participants will leave with practical techniques to reduce bias and support an inclusive culture.

## Contact

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