

Unintentional Intolerance

By
Steve L. Robbins, Ph.D.
S.L. Robbins & Associates
Grand Rapids, MI

Overview

Unintentional Intolerance refers to the manner in which nice, well-meaning people (and organizations) go about potentially excluding others and others' ideas, even when they want to include them. Research and experience tell us that we all have biases that we are often unaware of, or think little about. And these biases influence our decision-making, behaviors and attributions of others on a daily basis. Could we be making "bad" decisions and engaging in exclusive behavior without knowing? Could we be throwing away creative ideas and the next big innovation? The answer is, "Yes." Dr. Robbins explores the "how's" and "why's" surrounding unintentional intolerance in this interactive, humorous and eye-opening presentation, and also gives the antidote for such behavior.

Objective

To reframe "diversity and inclusion" for the 21st century by providing listeners a framework for understanding how exclusion and intolerance take place with respect to both people and ideas, even with individuals and in organizations that are committed to diversity and inclusion. The session will look at how close-mindedness takes place and suggests measures people can take to be more open-minded and to "entertain" new ideas—a much needed attribute in world increasingly driven by creativity and innovation.

Topics:

1. Culture: Lenses and Filters for Interpreting the World
2. The brain and stereotyping: We all have prejudice and bias
3. Cognitive Dissonance and how we respond to inconsistencies
4. Mindlessness: An efficient yet sometimes troubling cognitive process
5. Multiple Redundant Messages and the concept of branding/stereotyping
6. The workings of the human brain: Change takes practice
7. Mindfulness + Knowledge: The antidote for Unintentional Intolerance
8. Diversity and Inclusion are the responsibility of all
9. The Big Context: Creativity, Connections and Caring About Others
10. Social Justice vs. Cognitive Toolbox approaches to diversity