

Thrive With Bias And Empathy Training

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I write about issues and topics pertaining to women in technology.

Unconscious bias holds people back in the workplace. It makes teams less effective and negatively impacts the day-to-day experience, productivity, and opportunities of those impacted.

Bias exists for everyone because our brains use it to make quick decisions. However, it needs to be overcome when a culture has developed a bias that is false or the bias is creating the outcome. When that happens people are left behind and our society suffers. If you are having trouble imagining how powerful this is in your decision-making then go take [Harvard's Implicit bias test](#).



Women Who Code SF
event TECHBOOGIE.COM

Overcoming biases and increasing empathy is more important now than ever. We have gone through unusual levels of isolation this year and the world feels divided. Understanding different perspectives can help to bridge the divide while making you a richer more well-rounded person.

You can't solve the problem you can't see. That's why bias and empathy training is so important. The problem is real and everyone, no matter how well intended, needs help broadening their perspectives.

Why Organizations Should Invest

Companies are [investing more](#) in diversity and bias training. This is for a reason. Diversity is good for the bottom line.

At the team level, diversity is good for business. Studies have shown that greater diversity allows for groups to have a broader perspective which gives them the ability to solve complex problems faster. Other studies have shown that gender diversity in management can lead to a 34% higher return on investment.



Living in a global economy means that your team and its members will interact with people from different cultures. The ability to overcome bias will be an asset whether they are dealing with clients or colleagues.

This is something that has to happen **at every level** and be instilled as a fundamental concept in organizations.

Corporate Liability

When people interact, there can be conflict. Sometimes this is fueled by unconscious bias. Sometimes it is created through ignorance. Bias and empathy training can help to mitigate these potential workplace hazards. It can instill a sense of understanding while also creating a path to dialogue that can resolve these issues in the future.

Failure to create a culture of empathy can result in serious legal ramifications and companies can lose millions in lawsuits due to negligence towards this issue. Building the tools to prevent this into a workplace culture is of paramount importance for the sustainability of an organization.

Employee Turnover

It costs far more to hire a new employee than to retain one who has knowledge, skill, and experience in a company. Specifically, replacing an experienced software engineer costs upwards of \$190,000. At the same time studies have shown that companies with more diverse teams (including more women) have a 22% lower turnover rate. It only makes sense to implement training programs that create an environment that is inclusive, welcoming, and comfortable for everyone.

It Is The Right Thing

While the fiscal sense is undeniable, at the end of the day reducing bias and increasing empathy is the right thing to do. With everything we have faced in 2020 the time is now. Society needs this and so do you and I.