

# Workshop: “Implicit Biases and Inclusion in the Workplace”

by Celia Hodent – 3-7 hours

([version française disponible ici](#))

## Description

Oftentimes, humans do not think rationally. We believe that we have an accurate perception, an accurate memory, or that we can multitask efficiently. We believe that we are in full control of our decisions according to our values, that we have free will, that we can understand others, that we are logical beings. Sadly, this is a fallacy. This workshop proposes to explore some of the most common cognitive and social unconscious biases that trick us into making bad decisions in everyday life and prevent us from building a more inclusive environment, even if we understand the importance of diversity. It will also offer tips to avoid falling prey to these biases as much as we can, and improve inclusion in the hiring and promotion processes. [Read here an article](#) about a 20-min keynote version (this article contains spoilers).

Note that this workshop can be tailored (duration-wise and content-wise) to fit your goals. More specifically, while the example below targets hiring and career development processes, the workshop can focus on other areas (e.g. company culture, design process, etc.).

## Content

This Masterclass has 3 main parts. The content can be tailored to your specific needs.

**Part 1** - Introduction to cognitive science and psychology to understand how the brain works. We will look into the main limitations of human perception, attention, and memory, using multiple examples in a playful way (we'll play short puzzle games). Then, we will go on into describing some of the main unconscious biases, such as the “availability heuristic” (type of cognitive bias) or the “halo effect” (type of social bias). During this part, attendees will be confronted with their own brain limitations and biases, and will (re)discover that we are all biased. Most of us are well-intended but still fall prey to our biases. The point here is to recognize those biases, and understand that we cannot easily combat them given that they are unconscious for the most part.

**Part 2** - Since we can hardly avoid falling prey to our biases, what can we do? This part focuses on “nudge” and “choice architecture”. These are well-known concepts from behavioral psychology. It's about designing the environment in such a way to encourage or avoid certain behaviors. For example, since people can forget to fasten their seatbelts, cars are designed to beep if they start moving while seatbelts are not fastened. Similarly, the work place can be designed in such a way to

encourage inclusion and go around unconscious biases (e.g. blind auditions or interviews prevent us from being influenced by unconscious stereotypes during the hiring process).

**Part 3 (customizable)** - This last part can for example focus more specifically on the hiring and career development processes, and how to design them to avoid falling prey to biases and therefore facilitate diversity and inclusion in the company. Attendees will be encouraged to find the flaws in their current pipelines and propose ways to fix them, by applying the knowledge from parts 1 and 2. At the end of the workshop, participants will have put together a list of actionables to start making a change in their workplace.

## Audience

Anyone can benefit from knowing more about our brain limitations and our unconscious biases. This workshop will however benefit people taking part in building company processes even more (such as human resources processes).

## Testimonials

- *“Celia provided us with her expertise on implicit biases and the way to tackle them more efficiently. Disneyland Paris employees truly enjoyed understanding human biases better and getting tips on how to avoid them by rethinking their hiring and promotion processes. The workshop was very thorough while very concrete, with a lot of examples from everyday life. We received great feedback from Celia’s sessions and participants were able to apply what they had learned in the workplace.”* ~Cecile Balta, Talent Acquisition and Solutions, D&I Director, Disneyland Paris
- *“Celia’s approach to training revealed how pervasive Unconscious Bias is around us and within ourselves. She offered unique insights into the realistic challenges and opportunities of what is required for change through her first-hand experiences working in tech/games. I walked away more educated and passionate about the work ahead!”* – Liz, People Business Partner, Scopely

## About the trainer

Celia Hodent is an expert in the application of cognitive science and psychology to improve products, systems, services, and video games. She currently leads an independent UX consultancy, working with a wide range of international media and enterprise companies.

She works in-depth with companies to help ensure their products are both engaging and successful by considering the entire user experience they will provide to their audience. Celia conducts workshops and provides guidance on the topics of playful learning (“gamification”), ethics (see [ethicalgames.org](http://ethicalgames.org)), implicit biases, and inclusion in tech and video games.

Celia holds a PhD in psychology and has over ten years experience in the development of user experience (UX) strategy in the entertainment industry, and more specifically with videogame studios through her work at Ubisoft, LucasArts, and as Director of UX at Epic Games (*Fortnite*). She is founder and chair of the Game UX Summit, and a member of the Foresight Committee at CNIL (National Commission on Informatics and Liberty, an independent French administrative regulatory body).

Celia is the author of [\*The Gamer’s Brain: How Neuroscience and UX can Impact Video Game Design\*](#) (2017), [\*The Psychology of Video Games\*](#) (2020), [\*What UX Really Is: Introducing a Mindset to Great Experiences\*](#) (2021), and co-editor of [\*Game Usability: Advice from the Experts for Advancing UX Strategy and Practice in Videogames\*](#) (2022).

Twitter: [@CeliaHodent](https://twitter.com/CeliaHodent)

Blog: [celiahodent.com](http://celiahodent.com)