SPOTLIGHT

February 2018

DR HELEN TURNBULL

WORLD RECOGNISED THOUGHT LEADER IN
GLOBAL INCLUSION AND DIVERSITY
Dr Helen Turnbull has a deep knowledge and understanding of what it takes to create an inclusive environment. Her PhD dissertation research was on stereotype threat, covering and internalised oppression across cultures. She is the author of three psychometric assessment tools on Unconscious Bias, Inclusion and Gender - Cognizant; ISM profile and the Gender Gap. She also has an E-Learning programme on Unconscious Bias and Inclusion. Dr Turnbull has recently developed a new model on the complexity of embedding an inclusive workplace culture and writes about it in her book “The Illusion of Inclusion”. She keynotes on these topics globally and has spoken to senior executives in Australia, Asia, Europe, the UK, Canada, Latin America and the USA.

In addition to her PhD, Dr Turnbull has two Masters Degrees in Organizational Behavior and Mental Health Counselling and an Under-Graduate Degree in Psychology and Sociology from the Open University. She was also President of the Open University Students Association and in that role, has had lunch with the Queen and Prince Phillip, attended The Garden Party at Buckingham Palace and met former Prime Minister Harold Wilson and Baroness Jenny Lee. She is a member of a number of professional societies, including the Academy of Management, American Psychological Association, American Sociological Association and American Society for Phenomenology; The Neuro-Science Institute for Leaders and the OD Network. In 2009, she won the “Distinguished Research Award” for a journal article – “Diversity & Inclusion: Developing an Instrument for the identification of Skills deficiencies” published in the Academy of Strategic Management Journal and is also published in the Organizational Culture, Communications and Conflict Journal and the Reflective Practitioner Journal. Her latest book, published August 2016 is “The Illusion of Inclusion” which is her seminal work on this topic. She is also a CSP (Certified Speaking Professional) member of the National Speakers Association, and The Global Speakers Network and an accomplished keynote speaker, particularly in the area of Global Inclusion and Unconscious Bias.
"One HR VP shared in a meeting - "it was one of the best, if not the best, talk on diversity and inclusion I have ever heard." He, by the way, is a seasoned HR Leader."

Tomas Leal, Inclusion Strategy Lead, GlaxoSmithKline

Global Inclusion and Unconscious Bias
Adjusting your mirrors and managing blind spots

Overview:
Are you an inclusive leader?
- Do you know the difference between a good leader and an inclusive leader?
- Can you trust your brain to make quality decisions?
- Can you overcome your unconscious biases and blind spots?
- Do you recognize the impact of your Affinity biases?
- Are you aware of the impact unconscious bias has on productivity, employee engagement and innovation/creativity?
- Do you realize that your unconscious biases are a liability for client relationships?
- Do you understand the wasted energy expended to "cover" or "fit in" when you feel you are not included?
- Do you know if implicit biases can be unlearned?

Being inclusive seems like an obvious and easy thing to do and yet we continue to face significant challenges on our journey towards embedding inclusion in our organizations. Employees can feel excluded for a myriad of reasons - ranging from the small and seemingly insignificant gesture or glance by a Senior Partner, to bigger issues such as being overlooked for a promotion. Well intentioned people make business decisions every day that favor some individuals or groups more than others. The quality of our day to day business decisions is impacted by our propensity for affinity bias, our blind spots and unconscious biases and this in turn plays a part in how inclusive we are individually and collectively perceived to be.

Delivered by Dr. Helen Turnbull, CSP - CEO Human Facets - an internationally recognized Global Thought Leader on Unconscious Bias and Inclusion

Keynote Objectives:
- Understand the distinction between a good leader and an inclusive leader
- Identify barriers and obstacles that prohibit inclusiveness
- Understand the role unconscious bias plays in day to day decision making
- Improve client relationships by having a deeper understanding of unconscious bias
- Identify individual and institutional barriers to equity and fairness
- Ensure leaders and Business Units become aware of how their unconscious biases are impacting clients and people in their organization
- Understand what factors might impede maintaining an inclusive workplace culture
- Motivate leaders on the importance of creating an inclusive workplace where they can leverage the competitive advantage a diverse talent pool has to offer Custom Design considerations:
- We custom design our keynotes and workshops by taking time in an iterative and collaborative process to work closely with you to ensure we meet the needs of your organization and your leaders.
- We use extensive global research from Human Facets Unconscious Bias and Inclusion assessment results. These results are gathered from a variety of industries, geographies and diverse groups and add rich and compelling measurements to the business case for inclusion.
- We also use an ARS Audience Response system to poll live data from the group throughout the workshop and will custom design the questions to ensure the message is on target for your leaders/workshop participants.
Besides her PhD theses and journal articles, Dr Turnbull has written two books which complement her speeches.

The Illusion of Inclusion: Global Inclusion, Unconscious Bias, and the Bottom Line

In her latest book, Dr Turnbull takes the lid off Pandora’s box and explores the complexity of inclusion; where affinity bias or “mini-me” syndrome and the need to fit in are unconsciously blocking our ability to be inclusive. It offers a road map and an easy to comprehend model on how to minimize the impact of unconscious and conscious biases in order to embed an inclusive organisational culture.

Unconscious Bias - Blind Spots

This book, produced in 2012, is the transcript of an interview carried out with Dr Turnbull where she explains some of her writings and thoughts on bias.

"Helen, I don’t have words to say how incredibly lucky and fortunate we have all been to have you speak at AIEC. Your talk touched people in so many ways and your words, insights and story-telling was a highlight of our program. I would not exaggerate in saying that it was probably the best opening keynote at AIEC. The feedback has been phenomenal and I have no doubt app and survey feedback will reiterate this. The talk itself was both inspirational and practical, and I truly believe had an impact on how delegates interacted and conversed on topics throughout the rest of the conference and will have an impact beyond the 4 days of the conference. I heard some very positive feedback also about the Q&A session.” - Josephine Williams, Events and Partnerships Manager, IDP Education Ltd

"...it is to her great credit that she managed to translate and sell the concepts to a wholly sceptical and initially unreceptive multinational audience...her holistic approach to culture change is practical and realistic yet inspirational. Whatever she does, she takes people with her and makes the journey seem immensely worthwhile.” - Alison Pullman, JP Morgan Chase

"I would highly endorse Dr Helen Turnbull as that rare Diversity and Inclusion (D&I) speaker, who brings authenticity, compassion and depth to an otherwise difficult topic. By deft use of humour, she is able to help people face difficult truths, enabling them to laugh at their own blind spots while driving home critical points. She shares memorable stories that everyone can relate to. She is selective in sharing her own D&I journey – only when they will help make learning points. As a master trainer of D&I facilitators, she builds their knowledge with data from her own research as well as leading industry sources. More importantly, she models for them the sensitivity and self-awareness needed for D&I facilitation. She is courageous in calling out subtle behaviours like non-inclusion, bias, and inauthenticity. She is highly accessible to participants, so they are not daunted by her academic credentials, and instead feel drawn to her humanity.” - Grace Nakar, Vice President, Wells Fargo
The Illusion of Inclusion
by Dr Helen Turnbull

What is the big deal about inclusion? It is easy to include others. All you have to do is make sure you actually notice people, smile at them, acknowledge them, say hello, make them feel good about themselves, include them in your conversation, seek their opinions, reassure them that you like them, include them in your In-Group. Then there are check every “inclusion?” which you can easily make people in your life for you, and some you choose not to see, and some you don’t want to see, or even some you wish didn’t exist. OK, so let’s admit it; being human really means that being inclusive has caveats. It is easy to be inclusive if you like you; it is easy to be inclusive if I agree with you, or more important, if you agree with me; it is easy to be inclusive if I have some affinity with you; it is also easy to be inclusive if I need something from you or if you need something from me that I am willing to share. See! This is getting messy and we haven’t even scratched the surface. As well-intentioned people, we all want to believe that we are inclusive of others and that we would conceptually support the idea of becoming more inclusive.

Diversity and Inclusion

The words “Diversity” and “Inclusion” are often used in the same sentence as if they are inextricably linked, but, in fact, diversity is the mix and inclusion is the effort that it takes to make the mix work. You may have the right ingredients to bake a cake, but that does not guarantee the cake will be edible. Likewise, having a diverse workforce does not guarantee that you understand how to make that mix work or how to unlock its full potential. Creating an inclusive environment is complex. It requires effort and that we first unpack the complexity before we can begin.

Let’s return to my cake analogy. If I hand you a carton of sugar, a bag of flour, a couple of eggs, and a stick of butter, you may intuitively figure out that you could bake a cake. On the other hand, they may stay in your mind as separate and disparate objects with no vision that a cake is possible. If I hand you a box of unsalted black beans, two eggs, cocoa powder, coconut milk, and agave nectar I suspect it would not be so intuitively obvious that you could make a chocolate cake. If I then added two ripe avocados, coconut water, unsweetened cocoa powder, and a bottle of vanilla essence, my guess is that you would look at me strange, and would never be able to imagine that these ingredients would make a divine chocolate mousse, which could be eaten alone or spread over the black bean chocolate cake.

These alternative recipes offer new and exciting possibilities for creativity, but only if we are open to allowing differences to flourish. What are we missing when we maintain the status quo…when we remain stuck in old paradigms…when we operate from a mode of assimilation…when we allow our blind spots and unconscious biases to block our vision of a more inclusive organization?

Over the years of working in the field of global inclusion, diversity, and unconscious bias, I have noticed an interesting phenomenon. When I ask people if their leaders contribute to creating an inclusive environment, the results typically look like this:

![Inclusive Environment Results](image)

When I ask people about their personal contribution to creating an inclusive environment, the results typically look like this:

![Personal Contribution Results](image)

It seems that we all think we are doing better than everyone else at being inclusive. That is our first blind spot. If we believe it is other people and not us, we will always be waiting for others to see the light, while not seeing the impact of our own unconscious biases and shortcomings. Catching our propensity for affinity bias, controlling our ego needs, admitting our resistance to change, and managing our own blind spots are all part of the journey. No one gets to be a phenomenological exception; we all have a piece of the story. So let me leave you with a few questions to ponder:

- How inclusive are you really?
- How do your personal biases impact your ability to be inclusive?
- How do your blind spots impact the quality of your day-to-day decisions?
- How do you know that you are really being objective?
- Who is in your In-Group?
- Who do you not notice at work?
- How do you know when someone is a “good fit”?
- What criteria are you using?
- What do you mean when you say “We have a meritocracy”?
- How can you be sure there is a meritocracy?
Dr Jess Murphy, National Australia Bank

"I would have no hesitation in recommending Helen as a keynote speaker or consultant/trainer for any client looking to move their organisation towards a more inclusive environment."

Things to know when booking Dr Helen Turnbull

Dr Turnbull is available for keynote speeches as well as longer programmes of training and consultancy. If you are interested in inviting her for a speech, followed by further training please let us know so we can discuss this with her.

If her books are pre-purchased, she is happy to do a book signing at the end of your event.

Dr Turnbull requires the following when she gives a speech:
- Countryman microphone
- HDMI connection for her PC laptop.
- Sound connection and internet (if using smartphone-based live polling)

WHO ELSE DO WE REPRESENT?

In addition to Dr Turnbull, we represent a large number of keynote and conference speakers on a variety of topics including:
- Leadership
- Teamwork and Performance
- Talent Management and HR
- Future Trends
- Innovation and Creativity
- Customer Service & Marketing
- Economics
- Technology, AI and IoT
- Politics and GeoPolitics
- Sustainability and Smart Cities
- Risk, Safety and Quality

On the lighter side of things, we also represent:
- After-dinner speakers
- Awards hosts
- TV personalities
- Presenters
- Moderators and Facilitators
- Motivational

GETTING IN TOUCH

We hope the information we have provided about Dr Helen Turnbull is useful to you. If you'd like to request availability for Dr Turnbull, please get in touch with her agent, Cosimo Turroturro. You can reach him by email or phone using the details below:

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A trusted resource for many of the world's leading corporations, conferences & associations, we provide keynote speakers for internal and external events, executive development and board-level meetings, coaching and mentoring.