

ICBE

IRISH CENTRE
FOR BUSINESS
EXCELLENCE

Where knowledge is shared and multiplied

WELCOME

ICBE Lunchtime Webinar

Two Minds: How Fast & Slow Thinking
Shape Judgements and Decisions
in the Workplace

Weds, November 23rd @ 1pm

We will be starting in a few minutes





Two Minds: How Fast & Slow Thinking Shape Judgements and Decisions in the Workplace



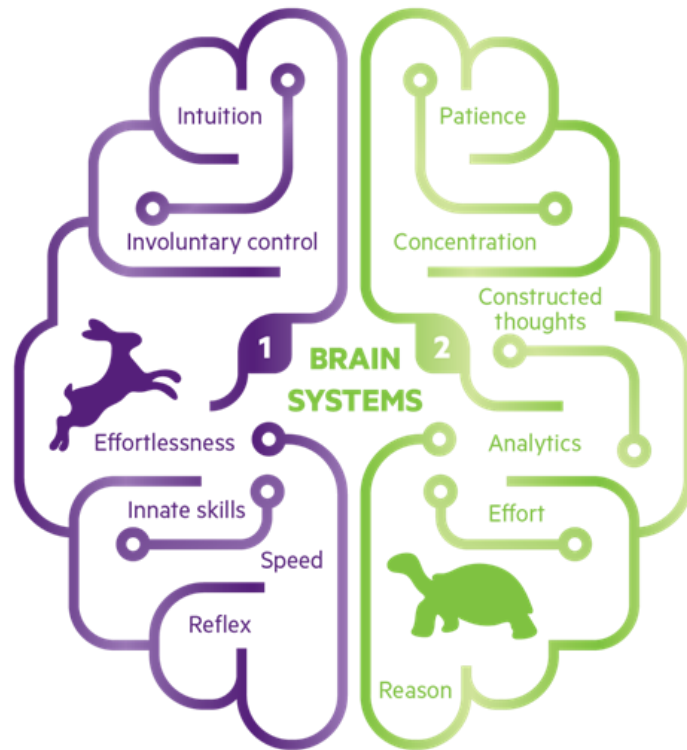
Caroline Murphy, Human
Performance Consultant,
Ingenium

November 23rd, 2022



Two Minds: How Fast & Slow Thinking Shape Judgements and Decisions in the Workplace

Learning Outcomes



By the end of this webinar you will be able to:

1. Understand the differences between 'Fast' and 'Slow', thinking and how it shapes judgements and decisions.
2. Appreciate the association between fast thinking and unconscious bias.
3. Apply various techniques to interrupt fast thinking and mitigate against unconscious bias.

Cognitive Factors Affecting Decision-Making



Our Decision-Making Capacity

The decisions we make every day

How to influence, so all these decisions are made effectively?

High Consequence Decisions

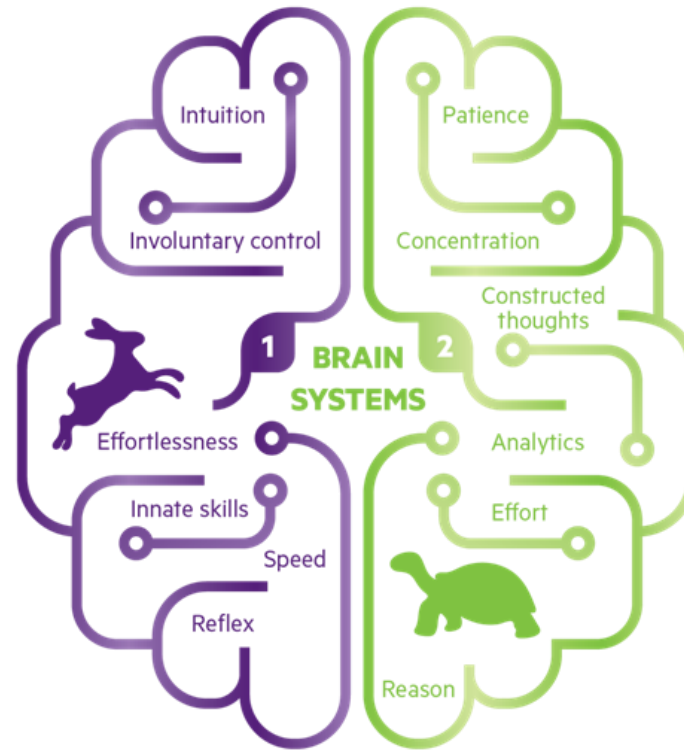
Decisions

35,000 to 50,000

Thoughts



Fast and Slow Thinking



Mental Processing: Fast Thinking



**MUMBAI
IN THE
THE RAIN**

**ONCE
IN A
A LIFETIME**

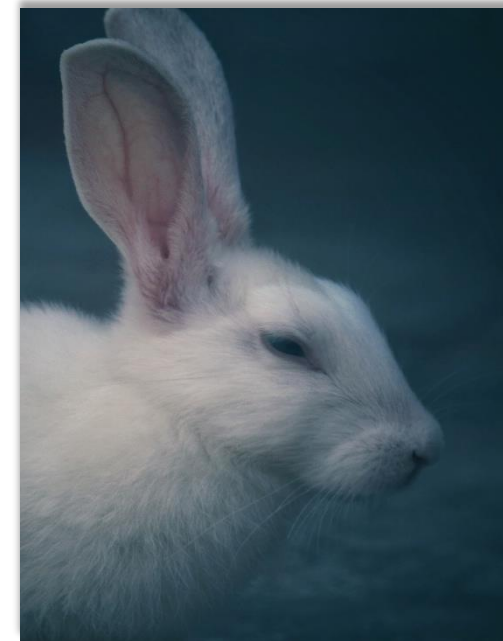
**BIRD
IN THE
THE HAND**



Mental Processing: Fast Thinking

Fast Thinking ("Auto Pilot")

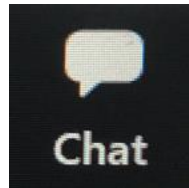
- It's the "DOING" part of your brain - fast and effortless;
- Automated behaviours and decisions that have worked in the past;
- Like a reflex; we don't consider whether these behaviours and decisions are right or wrong;
- Our brains use mental shortcuts to save time and energy, but that doesn't mean we're always correct.



Mental Processing: Slow Thinking

Slow Thinking ("Controlled")

Type answer into
the 'Chat'
function:



A girl has as many brothers as sisters, but each brother has only half as many brothers as sisters. How many brothers and sisters are there in the family?



Mental Processing: Slow Thinking

Slow Thinking ("Controlled")

- It's the "THINKING" part of your brain;
- Resource limited - Can only focus on one task at a time;
- Expensive - consumes energy and results in fatigue;
- Works through situations in a logical fashion;
- When you're learning a task for the first time;
- As you get better at a task, your brain shifts things to faster thinking;
- Don't be afraid to let someone know that you need to use slow thinking to process a situation.



Mental Processing: Over-Riding Fast Thinking

Tell me the colour of the words that appear below;

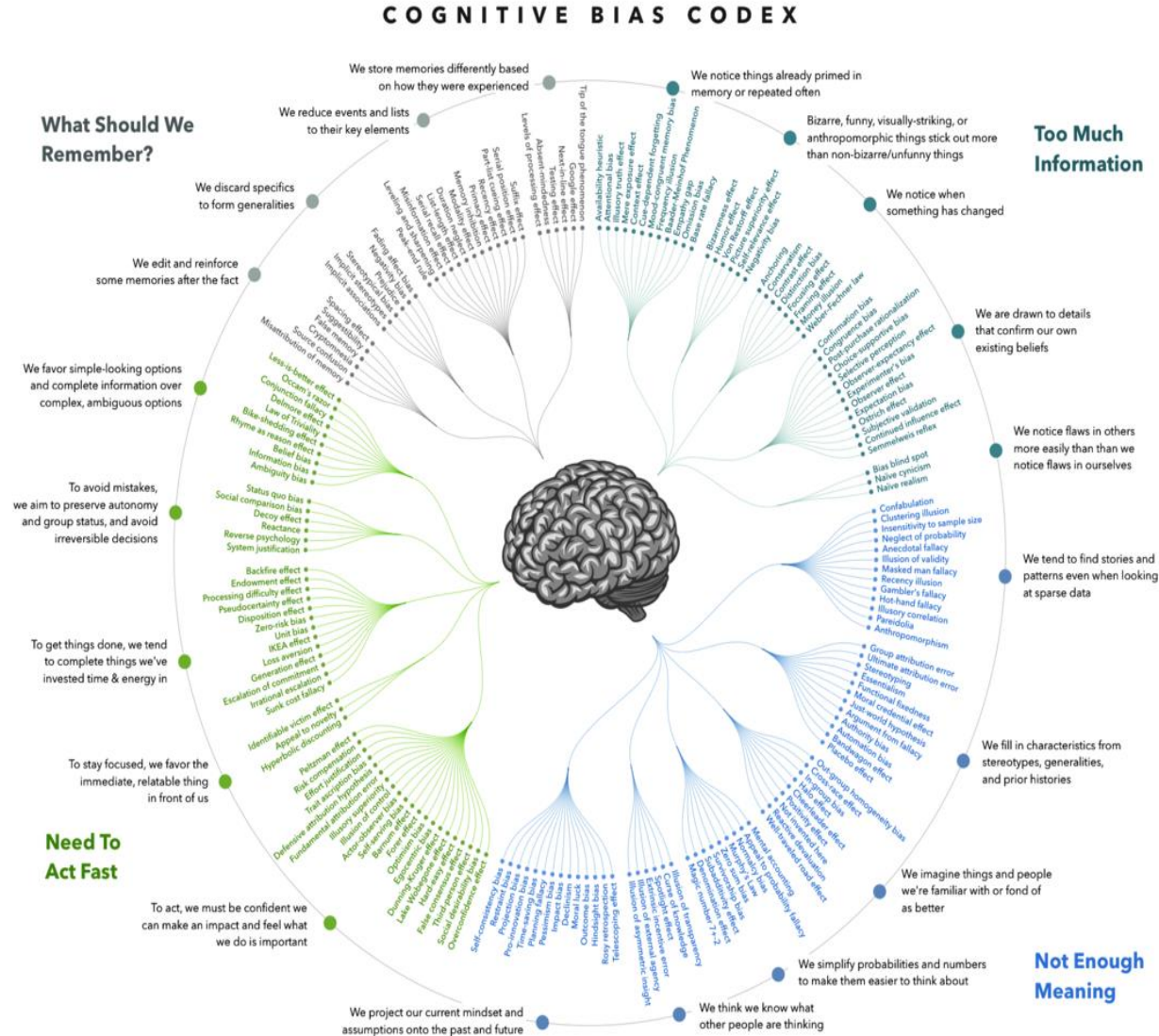


- **Blue**
- **Yellow**
- **Red**
- **Green**
- **Orange**



Fast Thinking and Unconscious Bias

Bias is a type of blindness which stops us seeing the world as it truly is!



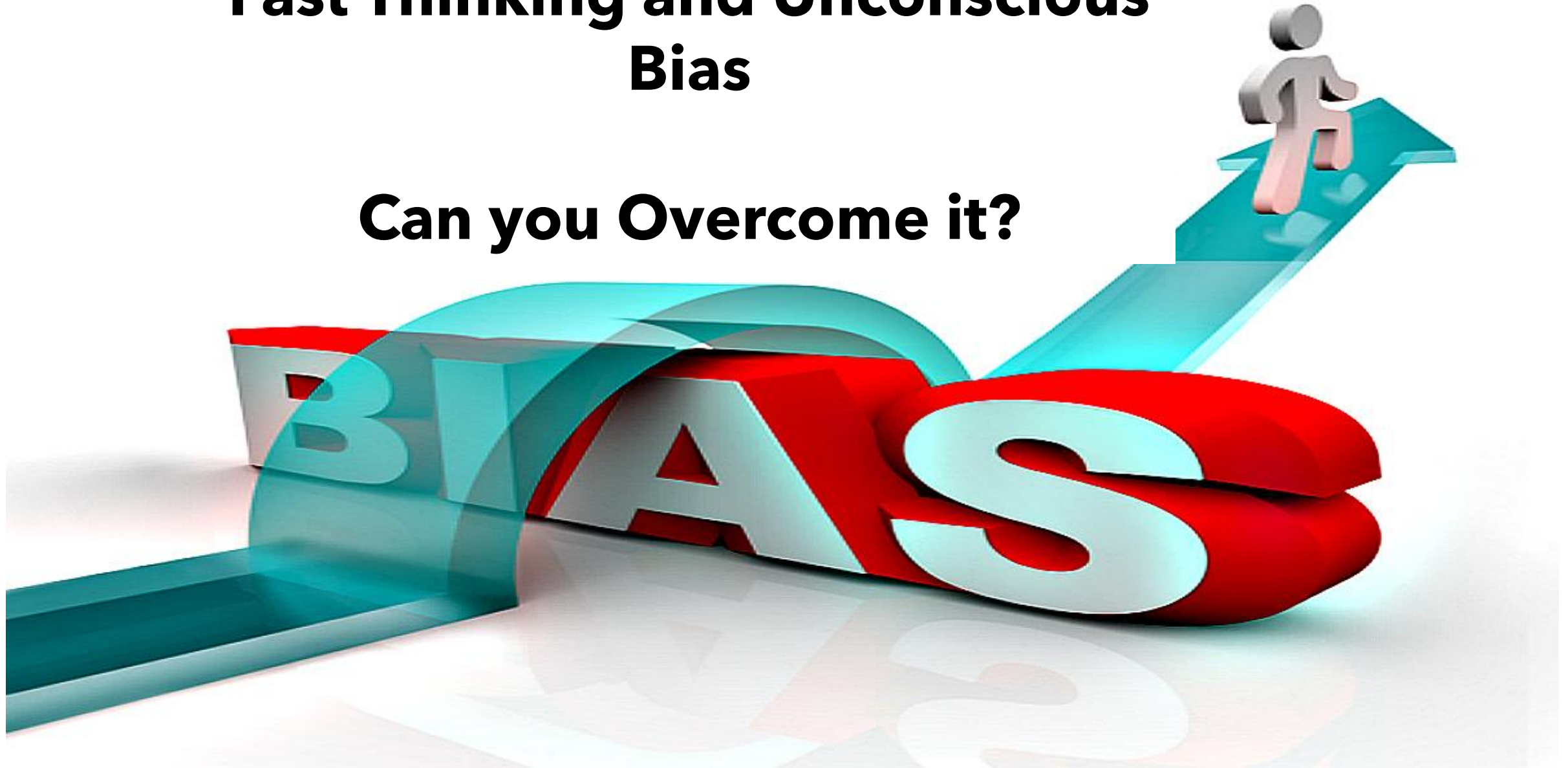
*** To learn more about your own unconscious biases, log onto:

<https://implicit.harvard.edu/implicit/takeatest.html>



Fast Thinking and Unconscious Bias

Can you Overcome it?



Tips to Help Think Slow!

If you find that you are jumping to conclusions or making decisions based on first impressions...slow down, reflect, and explore the situation - interrupt autopilot thinking



- Slow down decision-making to test assumptions
- Analyse data to support your decision
- Look for data that disproves your beliefs or assumptions



- Identify options
- Apply your value-add interrupters, slow down, stop and think
- Reconsider reasons and options



- Awareness
- Acknowledge that biases impact your decisions
- Be aware of errors and mistakes that biases introduce



- Sharing in open discussion
- Question Cultural Stereotypes
- Engage the thoughts of others
- Ask open ended questions
- Monitor each other for unconscious bias



Thank you!

If you have any questions or if you would like to contact the presenter, please email;

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