

Module 10

Introduction

The following will be discussed:

Recognizing personal biases How personal biases in fluency behavior How personal biases alter situations The impact of mental, physical, culture a land sexual differences on situational dynamics Misinterpreting gestures Minimizing is communication If you have a complaint about discrimination in your workplace, you should contact the Human Rights Tribunal of Ontario at 416-326-1312 or www.hrto.ca.