

Algorithmic bias: A toolkit

The @Work Toolkit is a collection of additional resources and tips that might be useful when discussing the topic with your team.

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Definitions

AI: Artificial intelligence. A machine or computer program developed to mimic aspects of human intelligence.

Machine-learning: Machine-learning is a subset of artificial intelligence that gives computers the ability to learn without being explicitly programmed.

Algorithmic bias: Algorithms use statistics to find patterns in large amounts of data, enabling the machine to make future predictions or recognize new patterns or suggest different datasets.

Factors like who builds the algorithm, how they're developed, and what data is used can create bias in the algorithm.

(Sources: [New Scientist](#), [Harvard Business Review](#))

Did You Know

Americans exhibit much more worry than enthusiasm about job candidates being vetted by computer programs. Just 3% of Americans are very enthusiastic about this prospect. Meanwhile, 21% express high levels of worry, and only 7% are not worried at all. In addition, a sizable majority of Americans (76%) say they would not want to apply for jobs that use a computer program to make hiring decisions.

Source: Pew Research Center

How to stay engaged

Stay engaged in difficult, complex topics. Talking about human differences — such as race, ability, gender, and sexuality — can sometimes be the conversations that we'd like to avoid. These conversations challenge our assumptions. They make us confront our long-standing biases; they can be uncomfortable and often don't offer easy solutions. Staying engaged with difficult topics involves a sincere commitment from us all. Consider what makes these conversations discomfiting. Notice what happens to your body and attention. Make a list of the affective and behavioral changes that you observe when a conversation is uncomfortable. Then, consciously practice engagement: Your mind and body should be checked-in. Signal interest rather than staring off into space. Move to the conversation by nodding your head, turning your body towards the speaker, and following the flow of talk.