*Identifying Potential Areas of Conflict*

*In completing a plan of care for clients, including Amal, it is important to unearth your “unconscious bias” or potential areas of conflict that may surface when working and interacting with individuals of different cultural beliefs, backgrounds, and social/personal values. It is essential to become aware of our biases and understand the impact of unconscious bias before working with diverse/vulnerable clients/patients.*

*The first step in addressing unconscious bias is to examine your personal beliefs, values, attitudes, and perceptions. To begin, review the information provided at the weblinks below:*

[*https://diversity.llnl.gov/about/bias*](https://diversity.llnl.gov/about/bias)

[*The impact of unconscious bias in healthcare: How to recognize and mitigate it*](https://academic.oup.com/jid/article/220/Supplement_2/S62/5552356)

*Use the information found on the websites linked above to explore and explain your answers to the following questions in a Word Document.  All answers should be completely in your own words.  Your response should be at least 250 words in length.*

*1. Define the term “bias” and describe the two types of bias.*

*2. Explain how understanding bias will help you make appropriate referrals and find suitable resources for your client (in this case, Amal).*

*3. Looking back at the Identifying Client Characteristics Chart you completed in Week 2, identify at least two (2) significant differences that exist between you and Amal.  These differences might include religious beliefs, sexual orientation, gender identification, socioeconomic status (SES), etc.  Detail how these differences might relate to bias and/or impact the care that Amal receives.*

*4. Summarize some strategies that you (as an individual working within the human and social services field) can utilize to minimize the impact of bias.*