



**HANDS &  
VOICES™**



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## Hands & Voices Supporting Families Without Bias

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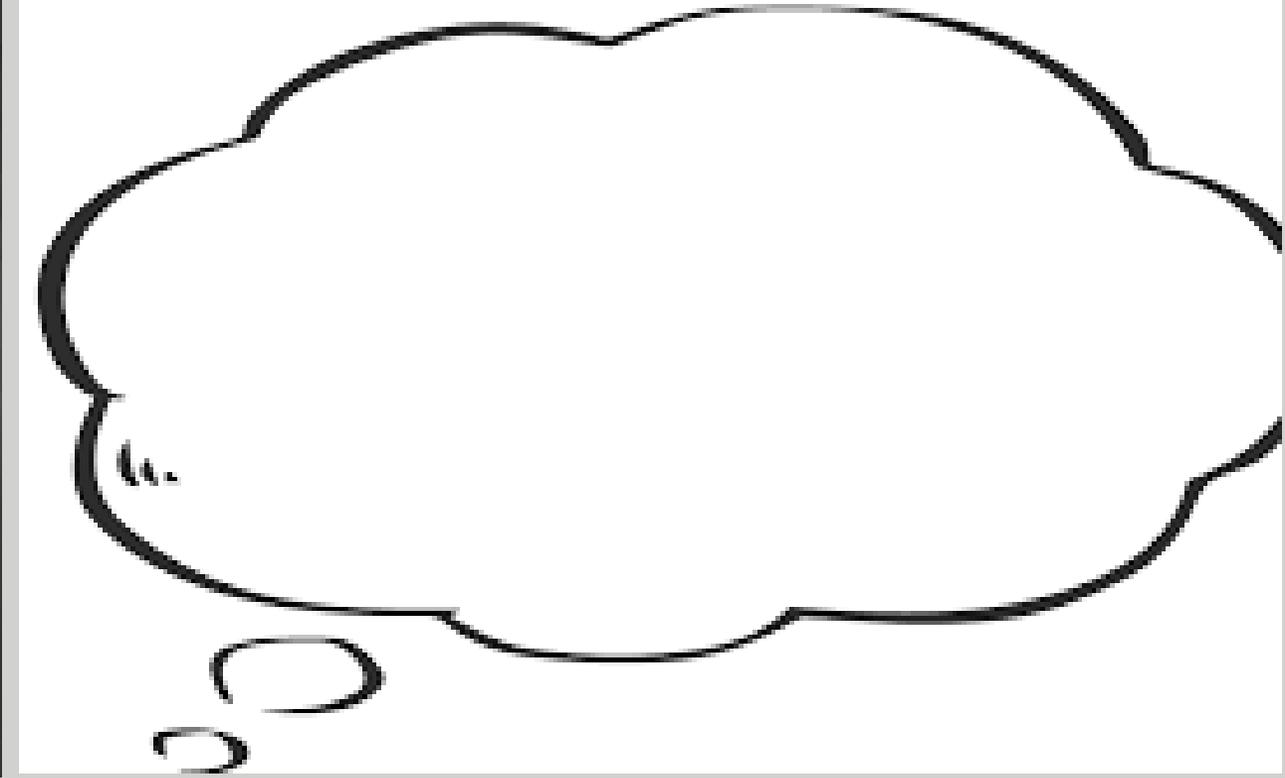
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# Welcome and Session Objectives:

## Session Objectives:

participants will be able to:

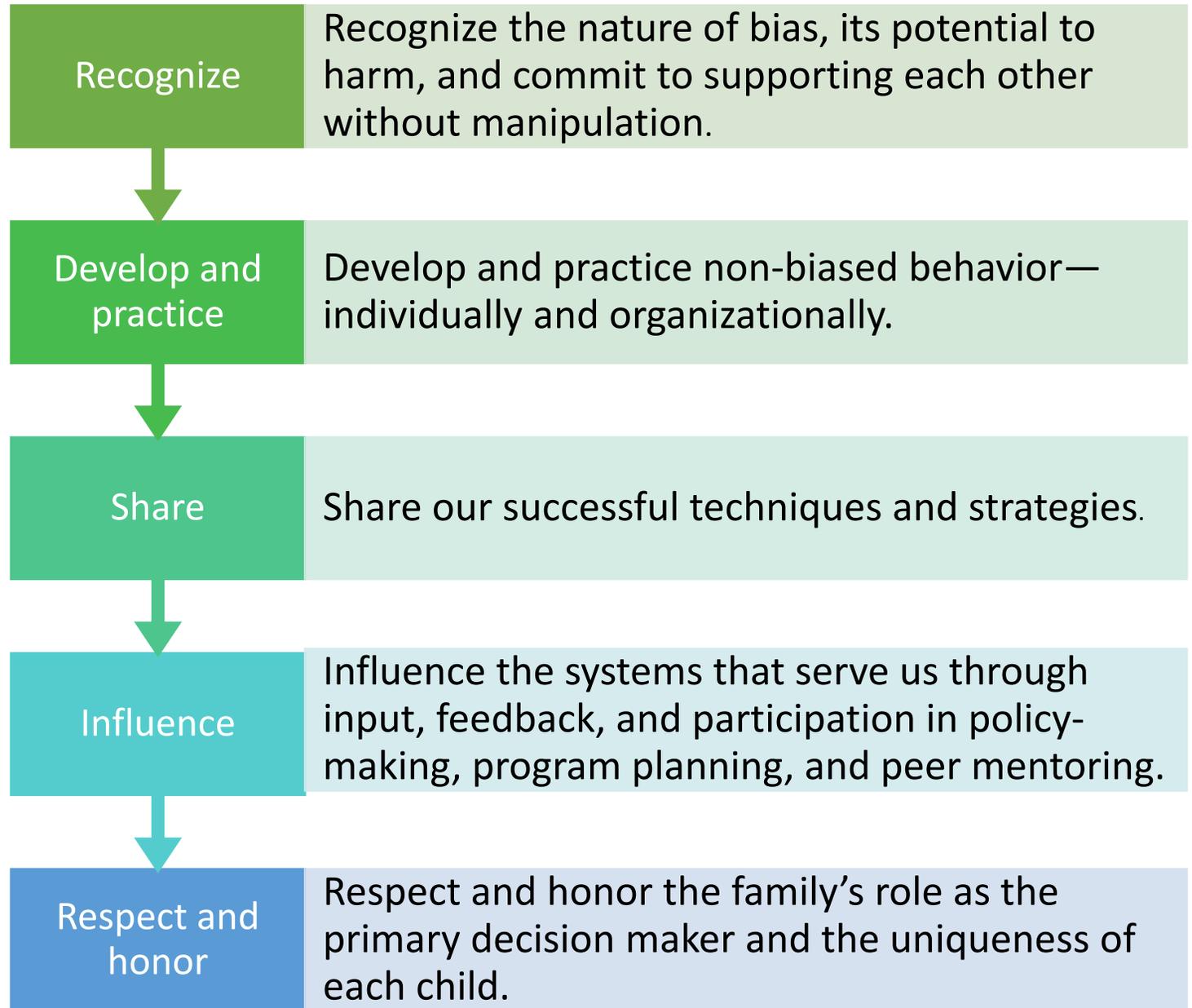
- List at least three benefits to supporting families without bias
- Explain the difference between a Personal Belief System (PBS) and a Bias
- Identify resources that assist you in assessing yourself or your program's ability to provide unbiased support to families



“Get Real... Everyone Has a Bias!”

Commonly said to us at Hands & Voices...

so... how  
do WE do  
this?



## Bias:

- *To cause to swerve from a course; to influence (usually unfairly) or inspire with prejudice*

*-Oxford English Dictionary*

- *“intent to coerce”*
- *“belief that there is one right way for all d/hh kids”*

## Personal Belief System (PBS)

A set of propositions held to be true based on our own experiences, education, and assumptions.





# Bias vs. PBS



- Intentionally influencing the audience
- Manipulating people, information, and events to achieve a predisposed outcome

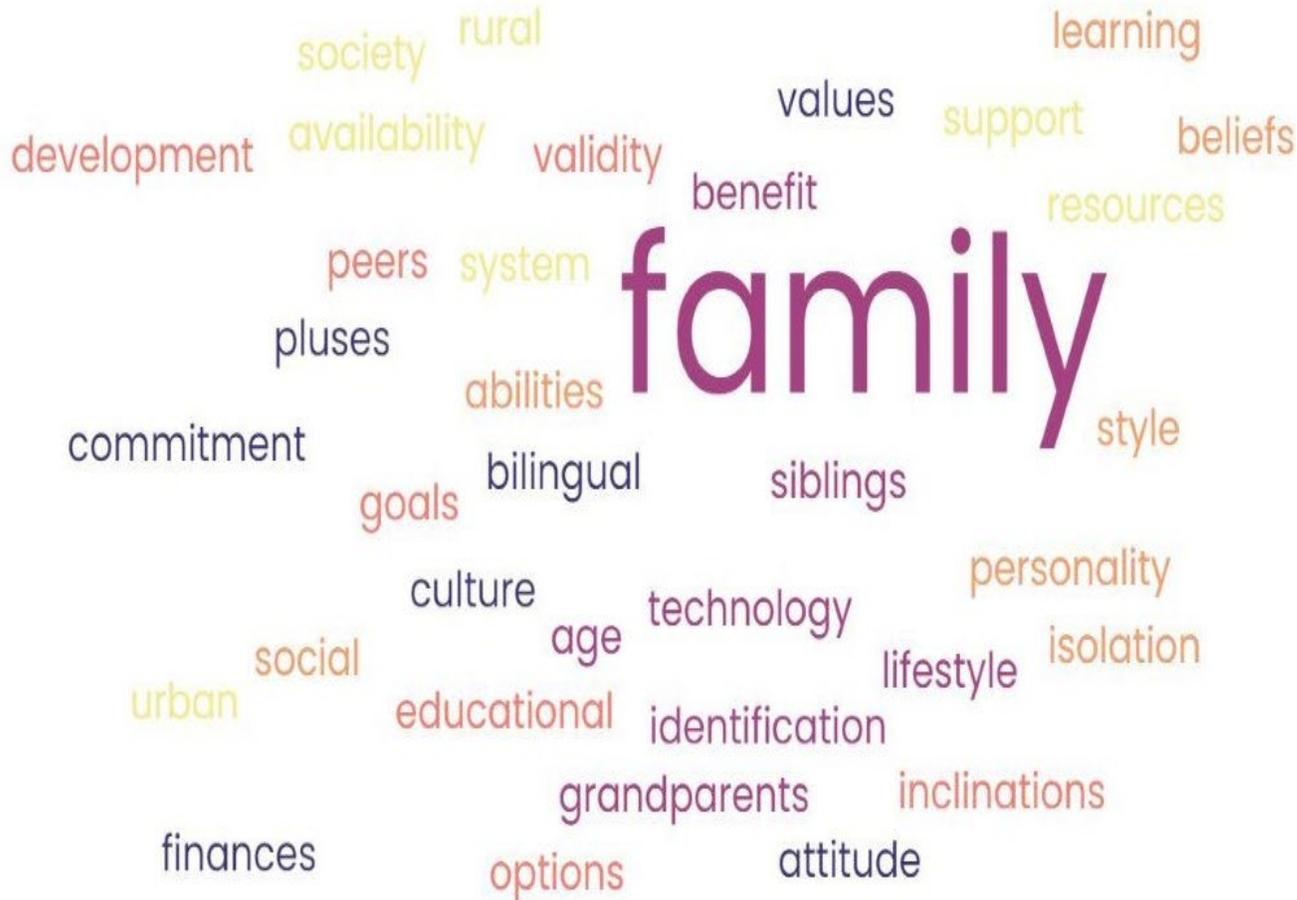
- Sharing the benefit of our experience & education with each other
- Connecting on common ground
- Our own stories...



## When PBS becomes Bias

- When we use our PBS to generalize or extrapolate towards a conclusion for another's situation, we shift from PBS to Bias.
- Bias & manipulation can compromise or destroy the authenticity of the experience, and the investment of parents.

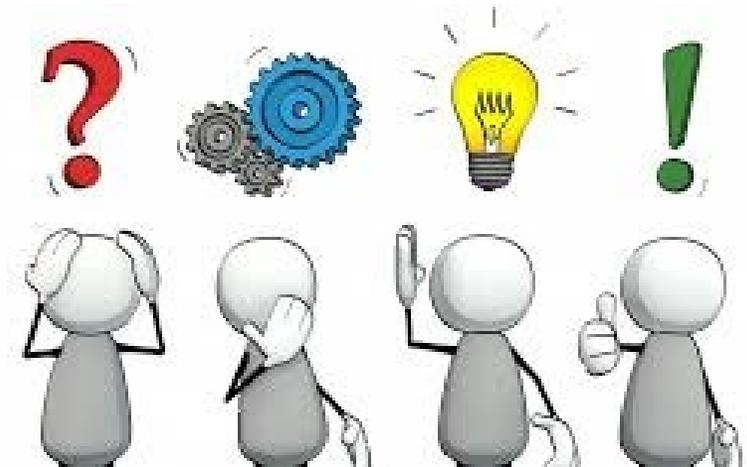
# Communication considerations and the complexity for families



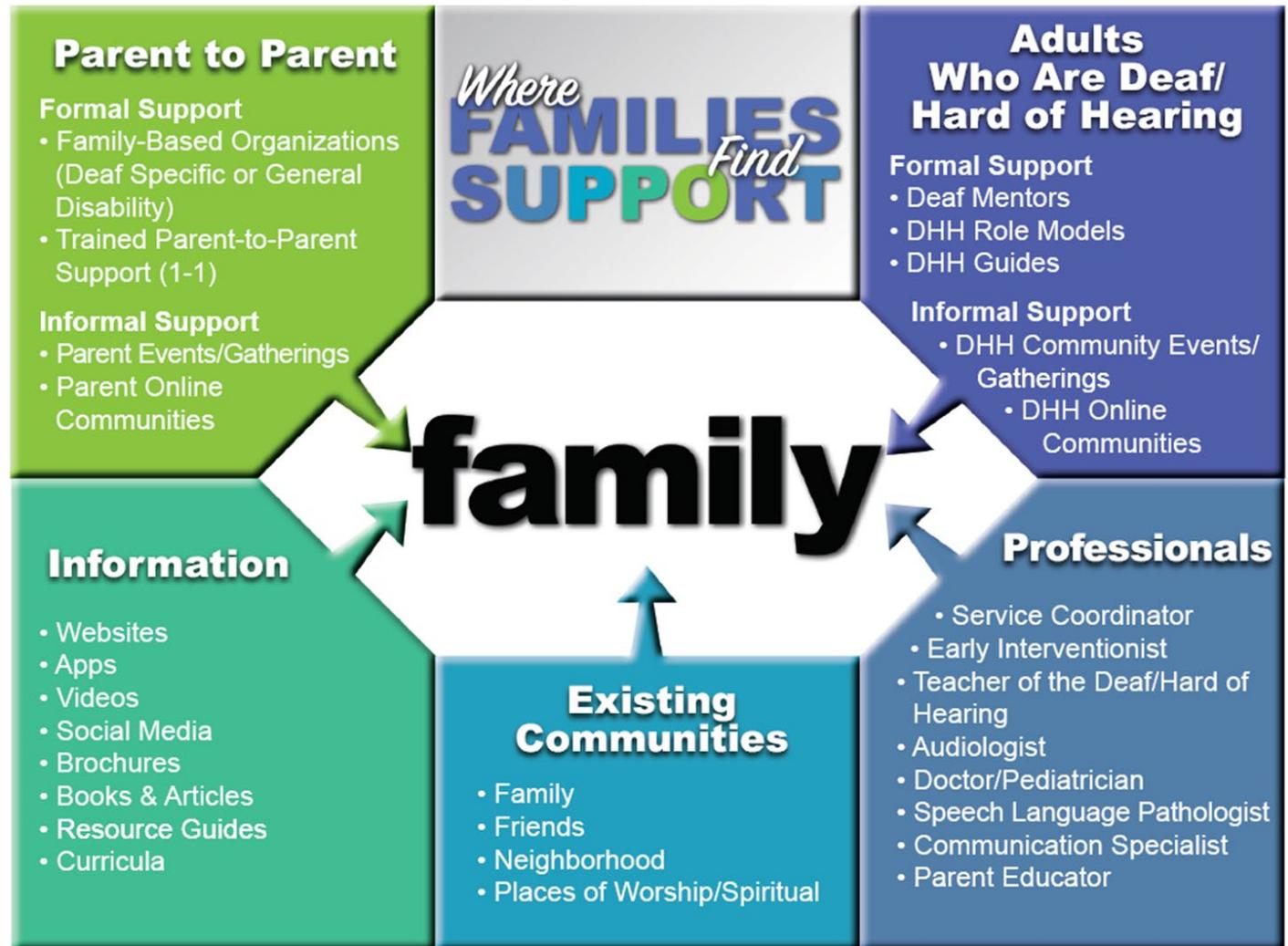
Communication is not just a one time “choice” but a constant shifting of strategies to discover what works and what doesn’t!

# Broadcast Testing

- **Is your PBS crossing the line into bias?**
  - Do you have an outcome in mind for this family?
  - Do you know what's best for them?
- Do you have experiences working with families who have been successful with diverse modes/methods of language and communication?
- Can you share information effectively and equitably without conveying bias?
- What is your intention?



WHO NEEDS  
TO BE  
UNBIASED:



# Ask yourself...

- How are you helping families explore their choices?
- Do you believe that the parents will make the right choice for their child?
- Do you understand that sometimes making the ‘wrong’ choice gets you to the right decision?
- Can you support someone else’s choice that’s different from your own choice & PBS?



Private practitioners



Schools/Orgs with a published communication philosophy



“I have a background in the \_\_\_\_\_ Mode, so you need to take that into consideration here. There may be other viable options for you to explore, and I strongly encourage you to do so!”

# The **benefits** of providing **UNBIASED** support

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Confidence in  
the choices you  
are facilitating

No need to  
defend your  
choices or “bias”

Not tied to an  
outcome you  
can't control

Increased trust  
in the  
relationship

Greater family  
ownership of  
their choices

Diminishment of  
fear, escalation  
of HOPE

# RESOURCES



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## HANDS & VOICES

SUPPORTING FAMILIES  
WITHOUT BIAS

Presented at the 2019 H&V Leadership Conference  
Gallaudet University, Washington DC  
Sept 20, 2019



### Supporting Families Without Bias

Providing support to families without bias honors the unique experience that families have, whereas biased manipulation can compromise or destroy the authenticity of the journey for families. Presenters:

Helen Cotton Leiser and Karen Putz

[ [Link to Supporting Families without Bias training video](#) ]



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## CHECKLIST: PROGRAM IMPLEMENTATION OF UNBIASED SUPPORT FOR FAMILIES WITH D/HH CHILDREN

Programs offering support to the entire community of families with children who are deaf and hard of hearing must be unbiased to the many choices families may make about communication, educational placement, technology and more. Unbiased delivery of information involves careful consideration of each program component and commitment to on-going assessment. The following checklist is provided as a tool to conduct a review of a family support program in order to develop a plan to address areas of need / improvement.

### [Checklist: Program Implementation of Unbiased Support for Families with D/HH Children](#)

This checklist can be used as a tool to conduct a review of a family support program's implementation of unbiased support to families in order to develop a plan to address areas of need / improvement.

# We invite you to connect with us!

Family Leadership in  
Language and Learning Center



To connect with a H&V Chapters:

<https://handsandvoices.org/chapters/starts.htm>



*"Where love, language, and learning thrive"*

<https://handsandvoices.org/fl3/index.html>