BUILDING A CULTURE OF INCLUSION

WHAT IS INCLUSION?

Inclusion refers to a climate of mutual respect in which differences are welcomed, valued, and embraced creating a sense of uniqueness and belonging.

Perceptions of inclusion are built during individual moments at work between employees (peer to peer) and their leaders.

PRACTICES THAT ERODE INCLUSION

- Failing to welcome someone into a conversation
- Withholding valuable information from others
- Interrupting or speaking over others
- Doubting others, especially on matters they have responsibility for,
- Taking credit for others' ideas.
- Showing little interest in the opinions expressed by others
- Blaming and judging
- Being Condescending or Demeaning

STRATEGIES TO ENCOURAGE INCLUSION

- **Building Trust:** Build and strengthen interpersonal relationships, to create strong social connections and build trust
- **Shared Norms**: Establish and align group norms that encourage inclusive behaviors and practices, and where people commit to working through differences and conflict.
- **Learning from Others:** Create spaces for people to share personal experiences, new ideas, and best practices. Showcase mistakes as learning opportunities

PRACTICES TO MODEL INCLUSIVE BEHAVIORS

INDIVIDUAL PRACTICES

- Greet people authentically.
- Show genuine concern towards team members.
- Make an extra effort to understand problems faced by others.
- Give team members the benefit of the doubt.
- Act as an ally and actively listen & engage.
- Speak up when people are being excluded

TEAM PRACTICES

- Work together to arrive at decisions that all can accept.
- Link to each other's ideas, thoughts and feelings
- Address misunderstanding and resolve disagreements
- Be willing to help each other.
- Stand up for each other, especially when in conflict.
- Ask who else needs to be in the room to make a decision.