

From the solution:

SUMMARY GUIDE

Inclusive Leadership: Practical Ways to Cultivate Inclusion & Build a Better Team™

Build a Culture of Belonging™

The Big Idea

Inclusive culture requires a commitment to inclusion, inclusive behavior, and courage to address non-inclusive behavior.

Key Ideas

- The whole team should participate in defining and adopting inclusive behaviors.
- Empathy is key when recognizing and responding to non-inclusive behavior.
- People experience the impact of non-inclusive behaviors and your response to them differently based on their unique experiences and background.
- When redirecting repeated or severe non-inclusive behaviors, use 1-on-1 conversations with the person to make a plan to address the behavior. Follow up to create accountability.
- Redirecting behavior is challenging, but essential to sustaining a healthy, inclusive culture.

Inclusive Mindset Shift

COMMON MINDSET

If we commit to being inclusive, we will have an inclusive culture.

INCLUSIVE MINDSET

Our culture will only be as inclusive as our actions.

Inclusive Principles

<p>ENCOURAGE AUTHENTICITY</p> <p>Ensure people feel welcome and safe to really be themselves at work.</p>	<p>INVOLVE EVERYONE</p> <p>Ensure everyone contributes to the work and events of the team.</p>	<p>PLAY YOUR PART</p> <p>Choose to act in ways that make and keep the team culture inclusive.</p>
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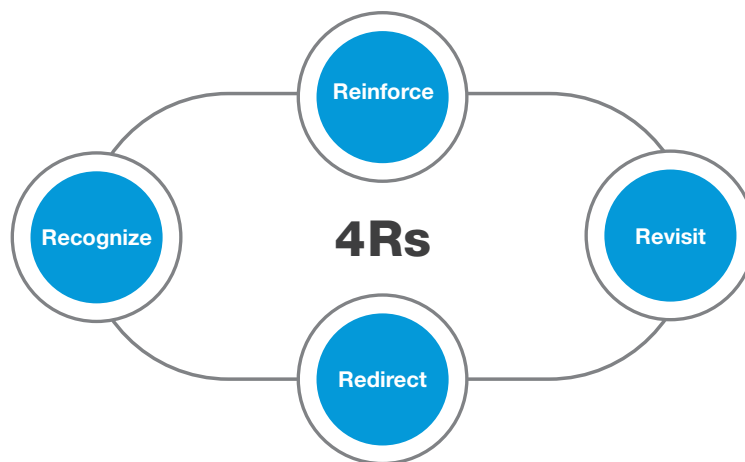
Developing Inclusive Behavior Statements

Inclusive behavior statements combine a specific *when* and a *what* to turn one or more of the three principles of inclusive culture into practical and repeatable actions.

Inclusive Behavior Statement = When + What

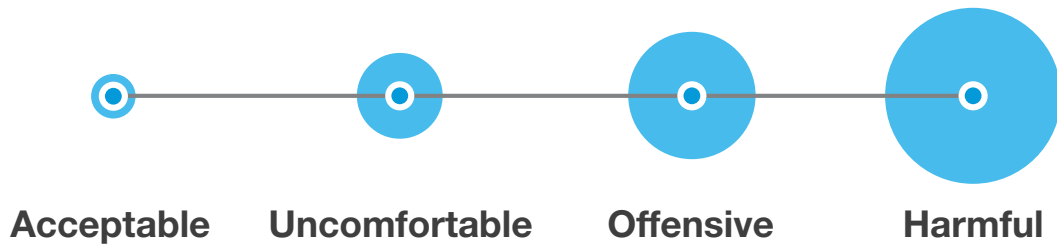
The 4 Rs for Sustaining Culture

The 4Rs can help as you work to sustain your inclusive culture. When you recognize an inclusive behavior, reinforce it. When you recognize a non-inclusive behavior, redirect it. Then revisit your commitment to having an inclusive culture—both formally and informally—with the team.



Recognizing Non-Inclusive Behavior

Any non-inclusive behavior can damage your team's inclusive culture.



Redirecting Non-Inclusive Behavior

When you recognize a non-inclusive behavior, use these strategies to respond.

RESPONDING IN THE MOMENT

For any non-inclusive behavior:

- Ask for clarification.
- Describe the impact on you.
- Share your perspective, then ask what the other person thinks.
- Directly name what's happening.

REDIRECTION CONVERSATIONS

When following up on severe or repeated non-inclusive behaviors:

- Make it safe.
- Focus on the facts.
- Seek to understand.
- Remain calm.
- Explore solutions.
- Close and schedule check-in.