

Tips and Techniques for Inclusive Behaviors

We create an inclusive culture through the quality of day-to-day interactions with our colleagues. When we attempt to understand our colleagues and value their differences, we contribute to creating an inclusive environment for one another. This approach encourages more effective interactions at work.

Know Ourselves - Practice Self-Awareness

Our perceptions of ourselves draws upon our hidden beliefs and biases. Biases are normal but we must notice them. As humans, we are drawn to what is familiar and we fear what is different. When we notice judgment within ourselves, we need to ask the questions below and choose an effective behavior for the situation at hand.

- “What assumptions am I making here?”
- ‘How are my assumptions enabling or limiting me?’
- “How can I change my perspective and reframe my thinking?”

Understand Others – Practice Active Listening and Curiosity

Make the effort to better understand the personal narratives of colleagues, to the extent they are willing to share, particularly if they have a different background.

- Get to know colleagues through informal conversations. Engage in active listening and stay curious about their differences.
- Be an ally by joining an employee resource group to better understand the experience of an underrepresented group.

Collaborate Effectively – Engage in Inclusive Team Dialogues

When team members strive to create an environment that encourages full participation, members feel seen and heard which leads to a better outcome. An underrepresented person i.e., someone from a different cultural background or with different personality traits, i.e., introverts may be waiting to be invited to a conversation. Encourage any interrupters to make room for others.

- Set meeting norms at the beginning of every meeting - “What ground rules can we establish to be more inclusive?”
- Invite a team member to facilitate the meeting - “Does someone want to take the lead to ensure that it is productive and inclusive?”
- Make everyone’s contribution count - “Let’s make sure, everyone has an opportunity to be heard.”
- Seek different perspectives - “What are some other thoughts? Let us hear from someone who has not spoken.”

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