CREATING CONSCIOUS ACTS OF INCLUSION

1. Say "Hello" to staff and coworkers as you begin your work day and as you pass them in the hallway if you have not spoken to them. Make sure you greet them authentically. This helps people feel a part of the organizational community. The more diverse a group is, the more important hellos become, as people who are new or different from the dominant group often feel excluded from acknowledgment.

2. Have a conversation with someone who is different from you in obvious ways. Say to them, I'm, curious about…how do you see it" or "I noticed….what was your reaction?"

3. Stop supporting excluding behavior: don't laugh at jokes about people and speak up when you hear or see someone else being excluded or nibbled.

4. Ask others to share their thoughts and experiences and accept their frame of reference as true for them. As more voices are heard in an organization, and different perspectives enter the conversation, new opportunities for learning, creativity, and growth will present themselves.

5. Address misunderstandings and "pinches" and resolve disagreements. Engage and leverage differences of opinions to provide breakthroughs in thinking and ideas.

6. Create a sense of "safety" for yourself and your colleagues. The goal is to create an environment in which people feel physically safe from harm and emotionally safe to share their perspectives, thoughts, and ideas- even if they differ from others--a place where people feel safe enough to take risks.

7. Communicate clearly, directly, and honestly. Clear communication is essential for a team or organization to be successful. This involves giving honest and unambiguous feedback to people and assuring that information flows in all directions.

8. Solidify the team's vision of its task and its relationship to the organization's mission. At its core, an inclusive organization creates an environment in which all people add value. In order to do this, each individual and team must understand their role in contributing to the organization's success. They must be able to establish goals that will help the organization achieve its mission.

9. Speak up when people are being excluded. When people are excluded, ideas are excluded, and the entire team suffers. The assumption that people will speak up when they have something to say is incorrect.

10. Make careful choices about group actions and schedules. Be respectful of everyone's time, and make sure scheduling of meetings and tasks takes into account that each person's participation is critical to the success of the project.

11. Work on your continued learning and your perceptions, not on how to fix others.

12. Pay attention to your patterns and to the patterns of others—who hangs out with whom, who is perceived as successful, etc.

13. Help others learn by being open about their effect on you—speak up.

14. Share what you learned in this session today with others. Invite their questions and curiosities.

15. **BE BRAVE**! To create an inclusive work culture, each person must deal with the discomfort of change and take the risk of challenging norms. If people are to adopt new behaviors, work processes, and strategies, they must have the courage to speak out, learn, grow, and work differently.

(Some of the above ideas come from the work of The Kaleel Jamison Consulting Group)

The Path from Monocultural Club to Inclusive Organization

Note: The Path Model was developed by the Kaleel Jamison Consulting Group, Troy New York. Link to the Path Article:

Path from Exclusive Club to Inclusive Organization
http://blogs.ces.uwex.edu/inclusiveexcellence/files/2011/11/Path-from-Exclusive-Club-to-In...
the publisher. **The Path from Exclusive Club** to **Inclusive Organization**: A Developmental Process. Creating an organization that leverages diversity and people's.