



How to be an Inclusive Leader

Agenda

Inclusive Hiring

- Carefully consider every question
- Analyze motivation
- Challenge
- Stay laser-focused on a person's potential contribution to the team
 - First ask yourself what gaps currently exist on the team

De-biasing Feedback

- Be aware of potentially biased judgments
- Be able to own mistakes
- Be aware of common biases:
 - Halo effect (employee who can do no wrong)
 - Ostrich effect (avoiding confrontation)
 - Pessimism bias (employee who cannot get it right)

Creating a Culture of Psychological Safety

- Acknowledge that biases exist in all of us and learn how to recognize and change them
- Create a trusting work environment

Courage

- Take action
- Be self-aware
- Make it a priority
- Be fair
- Be consistent
- Being comfortable with risk

Critical Conversations

- Committed to having the tough conversations (re: gender, race, culture, etc.)
- Focus on diplomacy
- Active listening
- Active learning

Best Practices

- Slow down
- Integrity
- Develop a support network
- Open doors
- Challenge status quo
- Have empathy
- Be positive

Case Studies

STARBUCKS, 2018

- Two black men arrested for trespassing when refusing to leave Starbucks premises
- First action taken by COO, Rosalind Brewer, reiterated the need for anti-bias training of all employees, calling it a “teachable moment”

Thank You

Please contact your Employee Assistance Program with any questions