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
  o 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:
  o Halo effect (employee who can do no wrong)
  o Ostrich effect (avoiding confrontation)
  o 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