


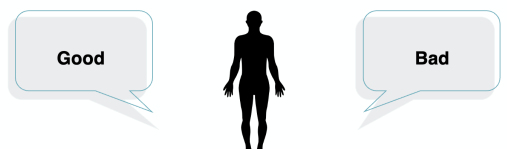
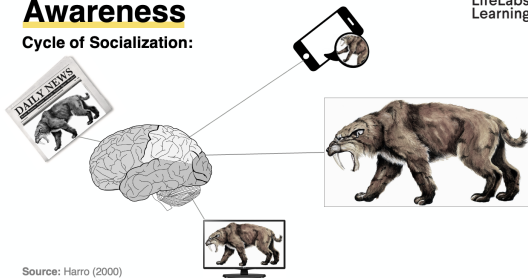




Behaviors of Inclusion Key Points

Tip: Bookmark or print this overview for easy reference. Add a calendar reminder to practice these behaviors of inclusion.

Reminder: if we're not being intentionally inclusive, we're being unintentionally exclusive.

<p>Behaviors of Inclusion How to get the most out of our differences</p> 	<p>LifeLabs Learning background</p> <p>Training for managers, execs, and teams at amazing places like...</p>  <ul style="list-style-type: none"> Tinder GoPro TED Vox Media Harry's Kickstarter Zoocdo Booking.com Squarespace charity: water Etsy Twitter Reddit Lyft Salesforce 1,000+ others 	<p>Today's topics</p> <ol style="list-style-type: none"> 1 Awareness 2 Behaviors of Inclusion 3 Action Plan
<p>Awareness</p> <p>Why is this topic so hard to talk about?</p>  <p>Source: Pennebaker & Pime (2001)</p>	<p>Awareness</p> <p>Goal: Build conversational capacity</p> <p>10% Rule!</p> <p>Stretch 10% more outside comfort zone</p>	<p>Awareness</p> <p>Automatic bias = Immediate good / bad reaction in our bodies.</p> 
<p>Awareness</p> <p>Cycle of Socialization:</p>  <p>Source: Harro (2000)</p>	<p>Awareness</p> <p>Bias hotspots at work:</p>  <ul style="list-style-type: none"> • 1-1 social interactions • Gatherings and meetings • Feedback and decisions (<i>hiring, promotions, projects, salary</i>) • Everyday microaggressions <p>Sources: LifeLabs; Kang, et. al. (2016); Rivera & Tilcsik, (2017); Sarlio-Lähteenkorva, et. al. (2004); Steele (2011)</p>	<p>Awareness</p> <p>Microaggressions:</p> <p>Comments or actions that reveal a stereotype (aka bias leaks)</p> <p><i>"You don't act gay." "You are so articulate." "Where are you really from?"</i></p>  <p>✖ Chronic exposure → chronic stress → entire team suffers</p>

Awareness

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- ✦ **Goal: Optimal Distinctiveness**
A space where people feel they belong *and* can be themselves.



Source: Brewer (1991); Simsok & Yalincetin (2010)

Today's topics

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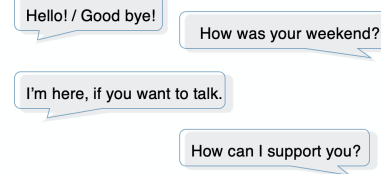


1. Equal phatics
2. Open the circle
3. Monitor turn-taking
4. Deblur
5. Micro-interventions
6. Fill in the gaps

Behaviors of inclusion

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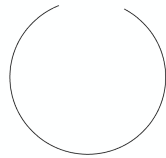
1. Equal phatics



Behaviors of inclusion

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2. Open the circle



- **Physical space:** Pac-Man or Croissant vs Bagel
- **Invitation statements:** What do you think?
- **Context statements:** The backstory is...
- **Bridge statements:** We were just talking about...

Behaviors of inclusion

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3. Monitor turn-taking



- Make thinking time
- Ask ritual questions
- Use timed round robins
- Track completion

Behaviors of inclusion

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4. Deblur



- Ask blur-word questions**
- *Could you share an example?*
 - *What do you see as the impact?*
 - *Who else does this?*
 - *(Why do I think X? Could it be a bias?)*

Behaviors of inclusion

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5. Micro-interventions

In public:

What did you mean by that?

Hmm. That can't feel good to hear.

That didn't land right for me. I don't want to derail us, so let's check in after.

- ✦ **Separate the person from the action** (e.g., "the comment" vs. "you")
Alternative: Raise awareness through education (e.g., sharing article)

Behaviors of inclusion

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5. Micro-interventions

In private:

- **Data (no blur words):** "I noticed you said X."
- **Impact:** "I mention it because Y."
- **Question:** "How did you see it?" ("Would you want to talk about it with ___?")

- ✦ **Separate intent from impact:** "I'm guessing it wasn't your intention, but the impact was..."

Behaviors of inclusion

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6. Fill in the gaps

- Gender expression / gender identity
- Skin color / race
- Ethnicity / nationality / political affiliation
- Sexual orientation
- Body size / height / weight
- Ability / disability / health status
- Caregiver status
- Religion / faith
- Education / socioeconomic status
- Age / generation cohort

➤ **Create your cultural curriculum!**
memoirs, novels, blogs, history books, podcasts, TV shows, magazines, events, classes, social media, music, museums

BONUS: Take the [Implicit Association Test](#) to learn more about your own biases.



Inclusion skills	Score: 0 - 10	Stretch activities idea bank
<p>I know my biases.</p>		<ul style="list-style-type: none"> • Take the Implicit Association Test online to get to know my biases. • Join meetings early so there is more time for phatic exchange.
<p>I practice behaviors of inclusion:</p> <ul style="list-style-type: none"> • Do equal phatics • Open the circle • Monitor meeting turn-taking <ul style="list-style-type: none"> ○ Make thinking time ○ Timed round robins ○ Ask ritual questions ○ Track completion • Deblur • Do micro-interventions • Fill in the gaps 		<ul style="list-style-type: none"> • Take responsibility for opening the circle in group interactions. • Revise our team meeting norms or suggest making changes to be more inclusive. • Ask coworkers for feedback about how inclusive you are (or not) in meetings. • Notice and deblur potentially biased language I use or that I notice others using. • Give feedback to a coworker who excluded someone (e.g., took credit, said microaggression). • Learn more about the historical context of <i>your</i> identities (race, gender, sexuality, religion, etc.). • Attend an event in which you are a minority (e.g., community event, religious event). • OTHER:

