

Leading Inclusion at Every Level

Leadership behaviors have a far greater impact on culture than written policies. A truly inclusive culture will manifest through leadership at every level.

What specific behaviors create a culture of inclusion? Here is how we see it, level by level.

INDIVIDUAL CONTRIBUTORS

Acknowledge and Learn

- Ask more questions and listen
- Seek opportunities to work with different-minded people
- Practice empathy for all team members and their life experiences

FRONTLINE LEADERS

Empower and Celebrate

- Give teams autonomy to make their own decisions
- Display curiosity about other cultures and perspectives
- Celebrate differences
- Generously share credit for each team's success

MIDLEVEL LEADERS

Model and Sponsor

- Invite different roles, regions, perspectives, into your work
- Acknowledge missteps and seek out honest feedback
- Sponsor career advancement of minority employees

SENIOR LEADERS

Commit and Communicate

- Build visible relationships with diverse groups
- Work to create a shared understanding of what it means to be an inclusive leader through authentic communication
- Demonstrate a humble approach in developing a deeper understanding of teams, individuals, and the work they do

