

# 8 Steps to Build a More Inclusive Work Culture

Every workforce is made up of a diverse team of employees with different backgrounds and experiences that can provide a wealth of insights to enrich the organisation - How can you build an inclusive environment that will harness the unique attributes of your team?

1



## Focus on common goals.

Establish a common team vision or objectives to foster a sense of unity. When employees work closely towards a common purpose and targets there are greater opportunities for discussion and recognising each other's strengths.

2

## Remove the divide.

If you observe different groups of employees forming cliques, address this "us" vs. "them" attitude immediately. This helps to ensure that there are no lines drawn between different groups of employees. Address biases and intolerable behaviour promptly. Behaviour that is offensive to other team members should be addressed quickly.



3

## Create opportunities for feedback.



In a diverse team, it is common for differences in working style and opinion to arise. Have regular one-on-one conversations with team members (e.g. during mentoring sessions, performance review, informal chats) on their ability to work effectively as a team, and to understand any challenges individual team members may have.

4



## Recruit with inclusive values and behaviour in mind.

In addition to hiring employees based on merit (relevant skills, knowledge, experience, etc), employers should also keep in mind the attitudes and behaviours which new members may bring to the team.

5

## Celebrate team successes.

In a diverse team, there is great value in emphasising the positive aspects of an inclusive work culture, to garner greater employee buy-in. Highlight specific instances when team productivity and overall effectiveness increase at work.



6



## Orientate new team members.

The on-boarding process is a crucial time to define team values and expected behaviours. Provide new employees with peer mentors or buddies who can help them assimilate into the team smoothly.

7

## Value different perspectives.

Actively seek out opinions and ideas of different members in your diverse team. For example, encourage participation during team meetings by asking each one to provide an opinion, or form break-out groups for discussion.



8



## Provide bonding opportunities.

Shared experiences such as planned team retreats or even informal get-togethers can be an effective way to help a diverse team find similarities and commonalities that bond them closer to each other.