

Dear All

A lot has been written about diversity, especially after International women's day. Diversity is important, but many organizations, teams and leaders forget a more important element – Inclusion. My note this week is about Inclusion.

1. While diversity is important, inclusion is more important because it has a bearing on the ways of working.
2. Inclusion is something everyone at every level can practice, diversity is led by a few people.
3. Inclusion is a culture marker; diversity is a number or ratio that a company reports
4. When one thinks of inclusion, think of inclusive and non- inclusive behaviors, to appreciate the concept.
5. Non inclusive behaviors typically in an organization are: not sharing information, not briefing people, not consulting people when it's their area, ignoring people, not acknowledging mails or calls.
6. How does one recognize non- inclusion in an organization? Silos, turf battels, groupism, not sharing talent or hoarding talent, use of local language in a meeting when people from other regions are present in the meeting (even if one person does not know the language, its non-inclusive).
7. What are some of the fallacies people believe in – Open door policy, we are a first name company etc. I have rarely seen people be truthful to open door policy and while people have a first name leaning, they might still add a Mr. before it, or a ma'am and boss after the name or sir.
8. Inclusion has many benefits, the most direct being engagement. I have seen engagement scores are high when inclusion is high. Hi engagement scores lead to higher discretionary efforts on part of people. That is, they go out of their way to do more for the company without being told or asked.
9. How can you be more inclusive – by listening better, by being open, by talking to people, by sharing things liberally, by not doubting the other's intent.
10. You can also be inclusive led by attending meetings you are invited to and if you are running the meeting, respect the time of the individuals.

Thanks, feedback welcome.

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