

TOOL

Tips for Communicating Inclusion Standards

Use the following tips from Professor Nishii to communicate inclusion standards to others within your workgroup or organization. Save this list of tips and refer to it as needed when you are fostering an inclusive climate.

Adjust the message for the audience: it is about them, not about you.

Use stories, analogies and examples extensively.

Recognize that communication is not a one-way street. The method should match the message. In other words, the way you communicate about inclusion should itself be inclusive, and involve discussing specific situations or interactions experienced by the team as a means of collectively identifying changes that would promote better inclusion.

When doing this, actively apply inclusive standards to guide the discussion.

Balance advocacy with inquiry: Listening and asking the right question can have a greater impact on the message your team members receive than what you say. Clarifying questions can be powerful.

Listen louder and harder – that is, slow down and listen actively.

How to Share Your Vision with Others

Adopt an uncompromising and consistent inclusive vision.

Make sure that team members understand that you have high standards.

Hold yourself and others accountable.

Your goal is to make it the norm for people to consider possible inclusion consequences before making any decision or taking any action.

After you have articulated your inclusion standards, listen and watch carefully for cues about how well those standards have been understood and how vigilantly they are being followed. Depending on what you see, revise the way that you convey and reiterate the standards until you are confident your standards are shared by team members.

