



## The Inclusion in Action program can help you create a more inclusive environment and competitive advantage.

Inclusion in Action teaches 9 skills for communicating and collaborating across differences.

Creating an inclusive work environment is critical to attracting and retaining high performing talent that can create a competitive advantage. But you don't build an inclusive workplace through D&I awareness alone. Inclusion in Action highlights 9 skills for communicating and collaborating across differences. These skills can help move employees from awareness to action, helping them create more inclusive conversations and interactions. When practiced, these 9 skills enhance working relationships, leader effectiveness, and individual and team performance.

### Try On

Consider another's thoughts, feelings or actions in order to understand why they think, feel or behave differently from you.

### Be trustworthy

Follow through on commitments. Be honest and transparent. Share your own stories and learnings, and be supportive of others in sharing theirs.

### Practice self-focus

Reflect on why you react or feel a certain way in response to someone else's actions. Notice your own thoughts, feelings and needs in order to interact more effectively with others. Communicate using "I" statements.

### It's okay to disagree

Recognize that disagreement is essential to driving innovation and producing better outcomes. Disagree without being disagreeable.

### It's not okay to blame, shame, or attack yourself or others

Avoid actions towards self or others that harm, create unhealthy competition or shut down engagement.

### Be aware of intent and impact

Assume positive intent. Be willing to discuss mistakes in interpersonal interactions to build effective relationships. Use the Tool for Constructive Dialogue to process misses.

### Step up / step back

Include all voices. If you tend to speak often, make room for other voices and invite others in; if you tend to speak less, practice stepping up to participate more fully.

### Practice both/ and thinking

Manage multiple perspectives, ideas and solutions by using "and" rather than "but." Increase collaboration over competition to improve problem solving and innovation.

### Notice both interpersonal process and content

Process is how we engage with others, content is the work we do. Remain mindful of team or interpersonal dynamics in the course of doing your work and pursuing your goals.



*"These 9 skills are game changers. We can find talented people and bring them in, but if we don't create an environment where we hear every single voice then what good does it do us if we're not going to listen to them? And the only way for us to listen and hear is for us to be inclusive of everyone's style, their thoughts."*

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