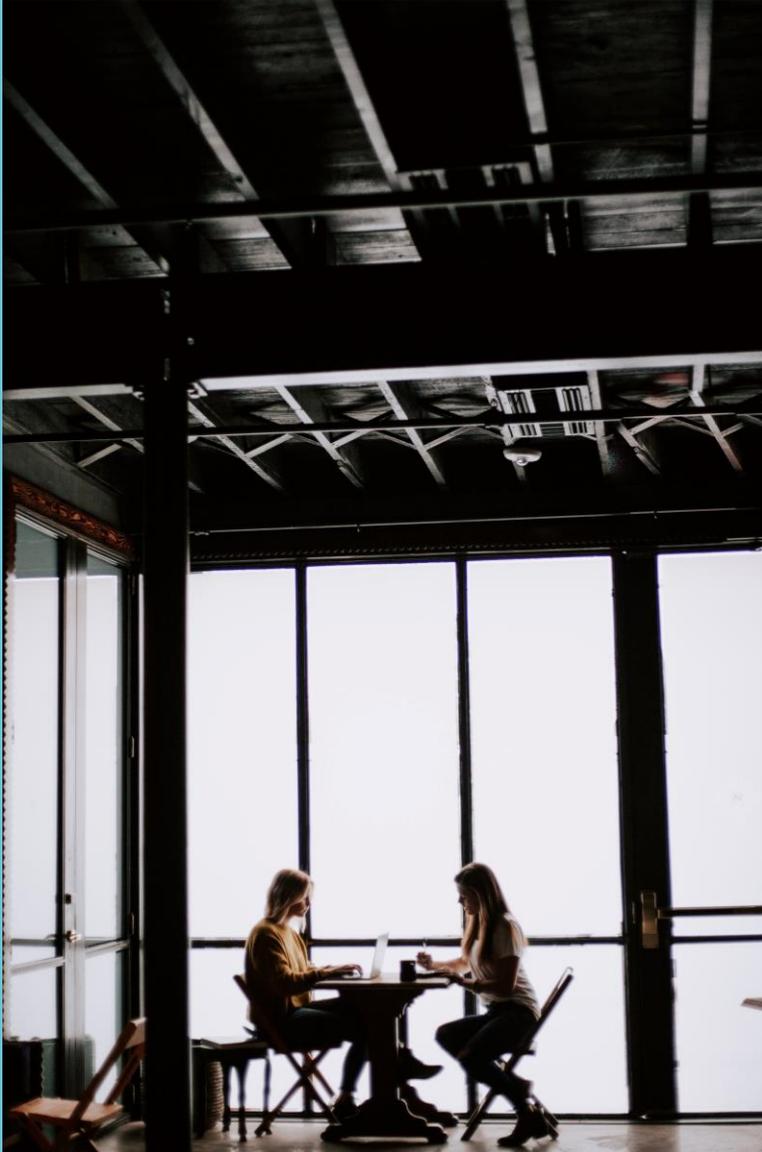




HOW TO BE AN INCLUSIVE LEADER





Inclusive Hiring

- Carefully consider every question
- Analyze motivation
- Challenge
- Stay laser-focused on person's potential contribution to team
 - First, ask yourself what gaps currently exist on the team

De-biasing Feedback

- Be aware of potentially biased judgments
- Being able to own mistakes
- Be aware of common biases:
 - Halo effect (employee who can do no wrong)
 - Ostrich effect (avoiding confrontation)
 - Pessimism bias (employee who cannot get it right)

Creating a Culture of Psychological Safety

- Acknowledge that biases exist in all of us and learn how to recognize and change them
- Create a trusting work environment

Having Courage

- Take action
- Be self aware
- Make it a priority
- Be fair
- Be consistent
- Being comfortable with risk

Critical Conversations

- Committed to having the tough conversations (re: gender, race, culture, etc.)
- Focus on diplomacy
- Active listening
- Active learning



Best Practices

- Slow down
- Integrity
- Develop support network
- Open doors
- Challenge status quo
- Have empathy
- Be positive

Case Studies

STARBUCKS, 2018:

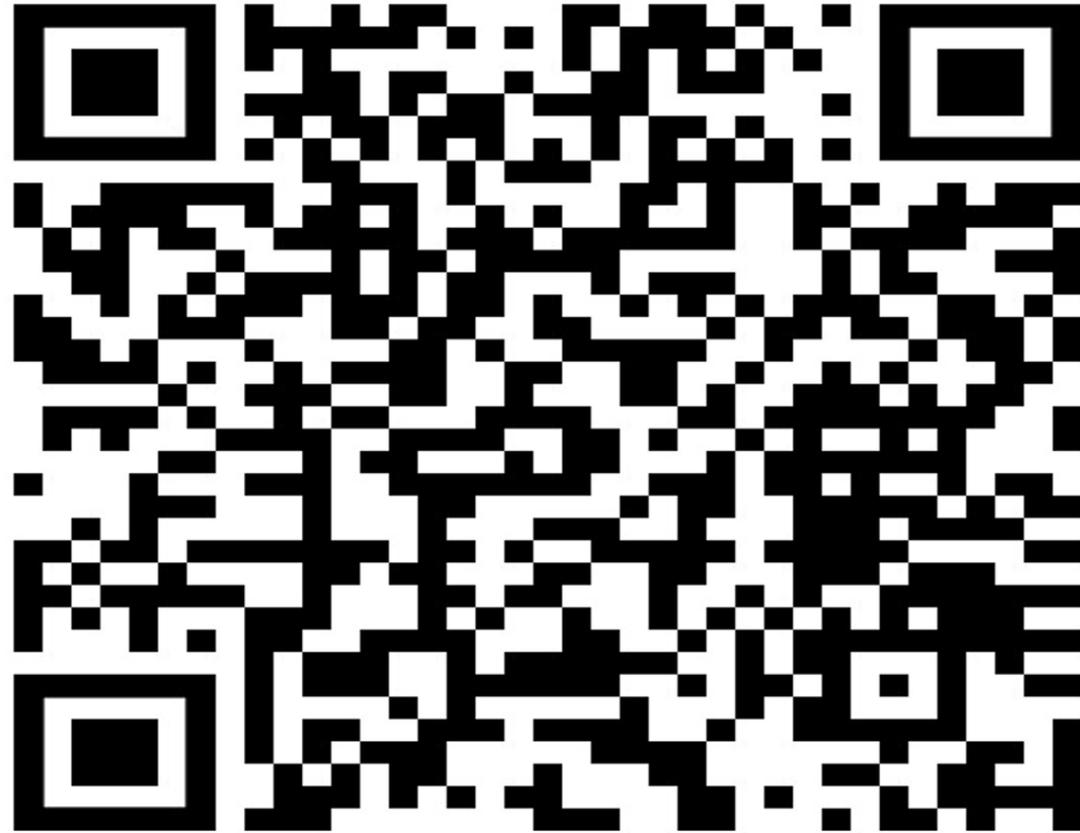
- Two black men arrested for trespassing when refusing to leave Starbucks premises
- First action taken by COO, Rosalind Brewer, reiterated the need for anti-bias training of all employees, calling it a “teachable moment”

Your Kepto EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year, per household member
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- <https://sowi.mylifeexpert.com> Company code: SOWI

**Please
complete
a training
evaluation.**

Thank you!



<https://app.smartsheet.com/b/form/dacb2d9b38564db4afb5ab8426d91ad6>



Questions & Answer

How to be an Inclusive Leader