



September 22, 2021





## What We Will Cover

### **Tips for Building Relationships**

### **Are You a Trustworthy Leader?**

### **Five Elements of Trust**

### **Inclusion and Diversity**

Diversity and Inclusion Defined  
What is An Inclusive Environment  
Behaviors to Fostering an Inclusive Culture

### **Future Team Exercise**

### **Suggested DEI Training Framework**





# Tips for Building Relationships

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## Tips for Building Relationships

### **Send people handwritten notes from time to time.**

- ✓ Easiest ways to show people you care about them.
- ✓ Personal touch - it's an easy way to stand out in the crowd.

### **Spend quality time with people.**

- ✓ Spend one-on-one time with your team members whenever possible, and get to know them.
- ✓ Find out their hopes and dreams.
- ✓ Work closely to help them grow and learn.
- ✓ Show them that you care by the amount of time you spend with them.





## Tips for Building Relationships

**Take your eyes off yourself and put yourself in the other person's shoes.**

- ✓ Having empathy is one of the best ways to build relationships.
- ✓ Realize no one is perfect and accept each person as they are, and remind them of who they are capable of becoming.

**Send them a gift once or twice a year. It doesn't have to be anything expensive, just a token of appreciation.**

- ✓ It could be a \$5 gift card, snack (healthy or otherwise), or anything else. It's the thought that counts.



## Tips for Building Relationships

**Most important thing you can do to build relationships is to be a person of your word.**

- ✓ Say what you do and do what you say.
- ✓ Be accountable and reliable.
- ✓ If you say you are going to do something, make sure you do it!





# Time to Share

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Based on the Tips Shared, Which One(s) Resonated with You? **AND** Which One or Two Will You Work on to Build Trust Amongst Yourself

- **Send handwritten notes time to time**
- **Spend quality time with people**
- **Take your eyes off yourself**
- **Send gifts once or twice a year**
- **Be a person of your word**





# Are You a Trustworthy Leader?

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## Are You a Trustworthy Leader?



- 1 Do people constantly question your expectations of them?
- 2 Would most people describe you as someone who is reliable?
- 3 Is there a high amount of gossip and disrespect among your team?
- 4 Do the majority of team members underperform at the tasks you ask them to do?
- 5 Do you trust people to take on new responsibilities?



# Five Elements of Trust



*Be Transparent*



*Respect*



*Unite*



*Show*



*Trust-Building*



# 1) Be Transparent

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## Five Elements of Trust – Be Transparent

### Be transparent (T) with your team.

- ✓ Transparency is showing accountability through communication.
- ✓ Being honest, being vulnerable, giving feedback, and stating expectations are all forms of transparency.
- ✓ Without transparency, people tend to make up their own truth about something.





## 2) Respect

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## Five Elements of Trust – Respect

### Respect (R) everyone.

- ✓ Respect your employee's time, their opinions, and their ideas. If you say your meeting is at 9 a.m., don't show up at 9:15.
- ✓ If you say you have an open-door policy, don't shut the door just because you don't agree with someone's perception.





## 3) Unite

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## Five Elements of Trust – Unite

### Unite (U) your team.



The first step here is to let people know that you will not tolerate cliques and gossip amongst your team.

- Gossip is like cancer; it kills team morale.
- Trust, however, is the cure.



The second step is to have them work toward one vision.

- Give them a group project they have to complete by working together.





## 4) Show

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## Five Elements of Trust – Show

### Show (S) them you care.

- ✓ As leadership expert John C. Maxwell said, *“People don’t care how much you know until they know how much you care.”*
- ✓ Trust is built when someone sees that you truly value them as a person and not just as an employee.







## 5) Trust-Building

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## Five Elements of Trust – Trust-Building

### Trust-Building Activities (T) build morale.

- ✓ It's been proven that when someone enjoys the people they work with, they're happier and are more productive—and that doesn't happen by accident.
- ✓ One of the ways to raise morale and build trust at the same time is to provide activities focused on building trust in teams.



# Time to Share

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Of the Five Elements, Which One(s) Resonated with You? **AND** Which One or Two Will You Work on to Build Trust Amongst Yourselves

- **Be transparent**
- **Respect everyone**
- **Unite your team**
- **Show them you care**
- **Trust building activities**







## Diversity and Inclusion: Defined

### Diversity and Inclusion

They are NOT synonymous terms, although they may be used interchangeably in some settings.

### Diversity

Is the collective mixture of differences and similarities that includes, for example, individual and organizational characteristics, values, beliefs, experiences, background, preferences and behaviors.





## Diversity and Inclusion: Defined

### **Inclusion (more intangible)**

Happens when people feel like they are an insider, they experience a feeling of belonging within their organization. They are very much themselves and their uniqueness is highly valued.

AKA: the state of operating in which diversity is leveraged to create a fair, healthy, and high-performing organization or community. An inclusive environment ensures equitable access to resources and opportunities for all.







## What is an Inclusive Environment / Culture

**Inclusion happens when people feel like they are an insider, that they experience a feeling of belonging within their organization and:**

- ✓ They are very much themselves.
- ✓ Their uniqueness is highly valued.
- ✓ Where differences are accepted.
- ✓ Where everyone is included and valued equally.







# Behaviors to Fostering an Inclusive Culture

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## Behaviors to Fostering an Inclusive Culture

### In General:

- ✓ Going out of the way to make others feel welcome.
- ✓ Showing genuine concern toward team members.
- ✓ Making an effort to understand problems faced by others.
- ✓ Working together to arrive at decisions that all can accept.
- ✓ Willingness to help each other
- ✓ Standing up for each other.





## Behaviors to Fostering an Inclusive Culture

### How Effective Managers Promote Inclusion:

- ✓ Continually attending to inclusion dynamics.
- ✓ Clearly articulating norms and expectations related to inclusion.
- ✓ Role-modeling inclusive behaviors.
  - Fairness
  - Cultural Integration and Differences
  - Consider Decision Making – more mindful of being inclusive and consider diverse perspectives
- ✓ Holding others accountable for engaging inclusive behaviors.



# Time to Share

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Which Behaviors Resonated with You? **AND**  
Which One or Two Will You Work on to Foster  
an Inclusive Culture?

- **Make people feel welcome**
- **Allyship**
- **Genuine concern for others**
- **Be supportive**
- **Understand we all have issues**
- **feeling of belonging**
- **Open dialogue**
- **Encourage authenticity**
- **Empower employees**







## Recommended Future Exercise (To Enhance Getting to Know One Another)



### Voluntarily Share (In Team Setting)

- 1 Where Did You Grow Up?
- 2 How Many Household Members (Where Do You Fall in the Family)?
- 3 What was the Most Challenging Part of Your Childhood?





# The Diversity Advisors: Suggested Landed DEI Training Framework

## All Employees

Diversity, Equity and Inclusion: Basics and the “Why”

Counteracting Unconscious Bias

Allyship

Conscious Inclusion: Modeling Inclusive Behaviors

## Individual Contributors

All Employees +

Individual Accountability

## Leadership and Inclusion Committee

All Employees + Individual Contributors +

Diversity and Inclusion at Work

Fostering and Inclusive Culture

Leading Uncomfortable Conversations



THE  
**DIVERSITY ADVISORS**  
Leading Intentionally Advancing Strategically

# Thank You!

Consulting / Strategy Development and Assessment

Retainer

Ask The Diversity Advisors

DEI E-Learning Platform (Mobile)

