

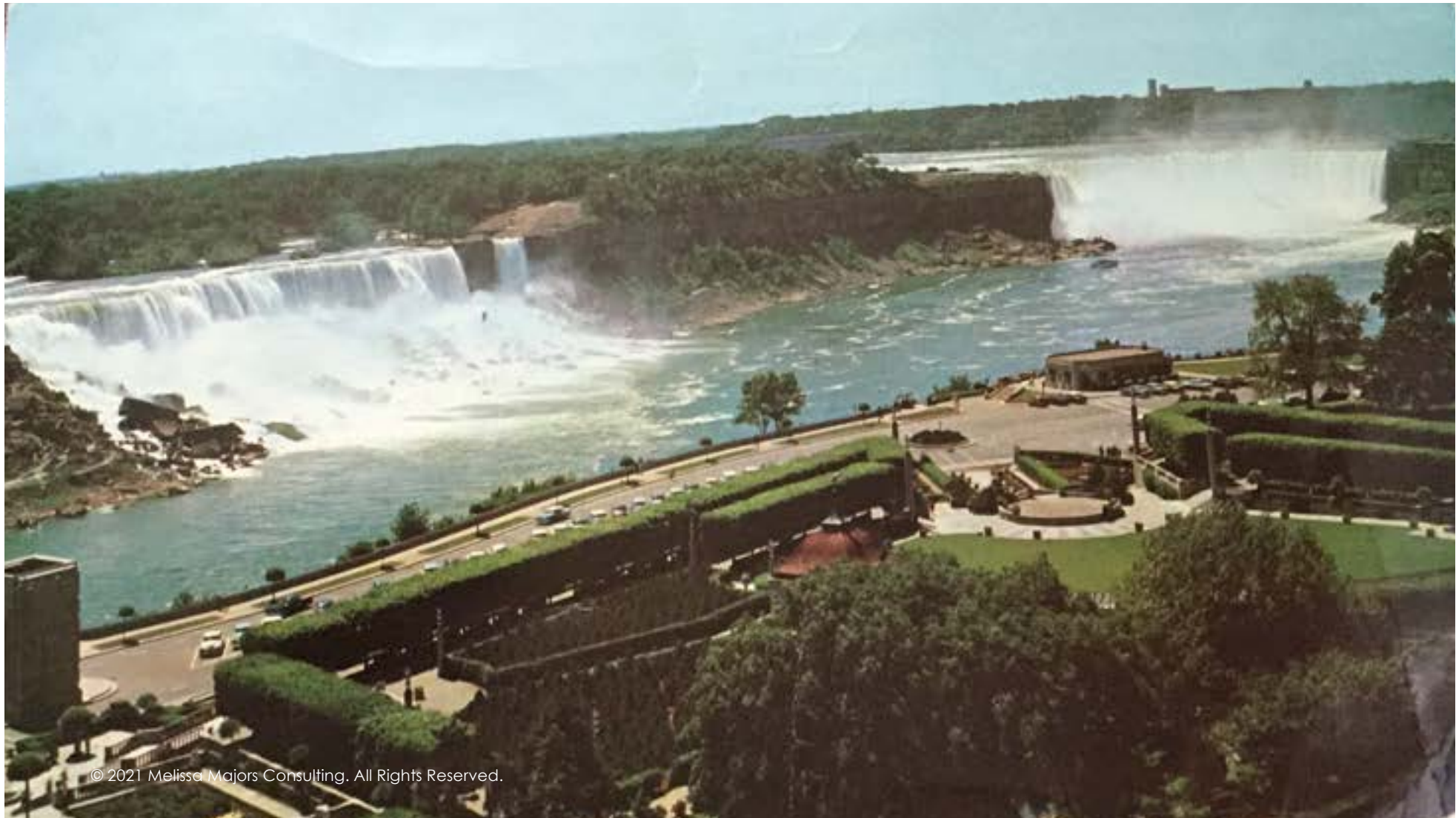


THE 7 SIMPLE HABITS OF INCLUSIVE LEADERS

with

MELISSA MAJORS

GUILT-FREE.

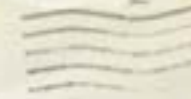


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NO-3

GENERAL VIEW OF NIAGARA FALLS
Showing American Falls and Canadian Horseshoe Falls
taken from Niagara Falls, Canada

12/17/30



Hi Folks,

JUST FINISHED DINNER IN
A CAFETERIA ACROSS THE STREET
FROM THE FALLS. WE STAYED
LAST NIGHT AT A HOTEL AT
GENEVA-ON-THE-LAKE, OHIO. WE'LL
SPEND THE DAY AT THE FALLS
AND DO SOME SHOPPING FOR
SOUVENIRS FOR THE KIDS. MUST
LOOK FOR A MOTEL FOR THE NIGHT
BEFORE TOO MUCH LONGER OR WE'LL BE
HALF WAY HOME BEFORE WE CAN
GET ANY SLEEP. HAVING A
WONDERFUL HONEYMOON.

M. Spina & Son, 239 Lombard St., Buffalo, N.Y. 14212

GIANT POST CARD

Address

THE PETERSONS

Mpls. Minn. 55410

56.76

LOVE
RUSS & DALENE.

10

1001



Melissa Majors

Author, Speaker, Coach, Consultant


Melissa Majors
CONSULTING

Community
Keynotes

in'kloodad®





The 7 Simple Habits of Inclusive Leaders

TODAY'S DISCUSSION


Business
Collaboration
Mindset
Values
Decisions
Empathy
Leading People & Self

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don't make
resolutions
build habits



HOW TO
BUILD
HABITS



If this, then...

Why?

49%

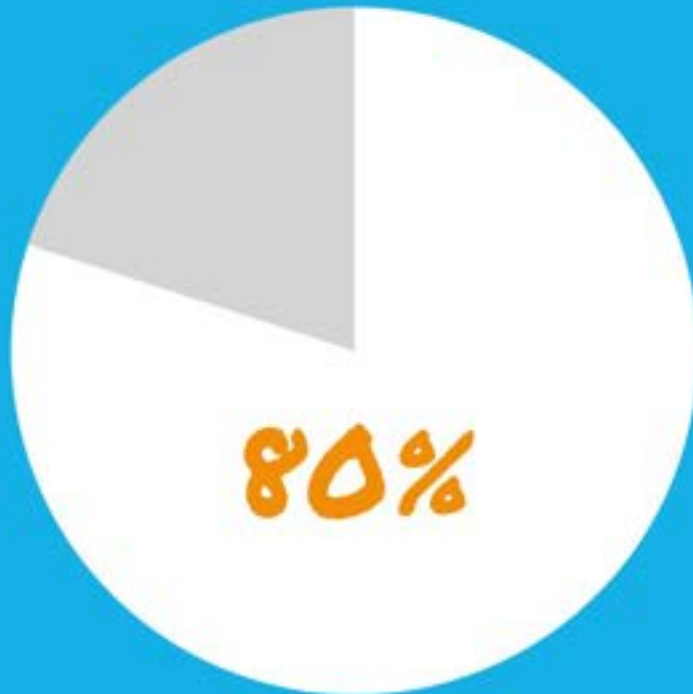
HIGHER PROFITABILITY

TEAM DIVERSITY

Gender

+ Ethnic

Higher Performance



**"I DON'T KNOW
HOW TO FIX THE
PROBLEM."
C-Suite Execs.**

**DIVERSE
PERSPECTIVES
BRING
UNIQUE
IDEAS.**



HABIT



“If I’m solving a problem, then I will intentionally involve and consider diverse perspectives.”

HOMOGENEOUS TEAMS ARE LESS INNOVATIVE



HOMOGENOUS

DIVERSE

Increased Trust

Skeptical

Pressure to Get Along

Dissenting Views

Higher Comfort

Less Comfortable

Camaraderie

Friction and Tension

Faster Consensus

Slower

Less Innovative

More Innovative

Lower Bottom-Line Impact

Higher Bottom-Line Impact

Less Critical Thinking

Enhanced Critical Thinking

#businessimperative

HABIT



“If I’m building a team, then I will be intentional about hiring for difference, not familiarity.”

Survival and Reproduction

HABIT #2 DEMONSTRATE

EMPATHY

#empathy

SCALE OF INTERSECTIONALITY

The weight of being even more different.

Trust
Social Capital
Latitude for Mistakes
Included
Unearned Advantage

Scrutiny
Suspicion
Underestimated Ability
Exclusion
Emotional Tax

Dominants

Non-Dominants

"I WAS JUST TOO DIFFERENT."

-MIA





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Under-Appreciated Asset



A photograph of a muscular man's back, viewed from behind. The man's skin is a dark, almost black color. A large, semi-transparent red area is overlaid on the right side of his back, extending from the shoulder down to the lower back, indicating a region of pain or injury. The man's right hand is placed on his upper back, and his left hand is on his lower back. The text "Exclusion literally hurts." is written in white, bold, sans-serif font across the center of the red area.

**Exclusion
literally
hurts.**

point of view.

Unfair [ʌn'fɜə] a

not fair, unjust

not properly re

applied to two

TACTICAL EMPATHY

Describing and demonstrating an understanding of the needs, interests, and perspective of others without necessarily agreeing.

-Chris Voss



HABIT



“If someone describes an unfair experience, then I will actively listen to understand and empathize, even if I disagree.”

#empathy



HABIT #3

INCLUSIVE COLLABORATION

#inclusivecollaboation

Women are interrupted 6x more



HABIT

“If I hear someone get interrupted, then I will echo their voice.”



<https://youtu.be/ryhwpjysklw>



“There were 50 or so of us, presumably the most experienced and smartest people we could get. But 5 minutes after it began to fall in, we all looked at each other and asked. ‘How could we have been so stupid?’

- President John F. Kennedy



**INCLUSIVE LEADERS
MITIGATE GROUP THINK**

Social Belonging Outweighs
Rational Logic

GROUP THINK

Diversity alone
doesn't mitigate
group think.

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CEO

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COO, right hand to
CEO

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CFO, influences
COO

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Chief Diversity Officer


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Dominant vs. Non-Dominant


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**WE
UNDER-INCLUDE
MORE THAN WE
REALIZE.**


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INVOLVE

HABIT

“If I’m in a group discussion, then I will intentionally involve all, especially the less vocal.”

TARGET PRACTICE

HABIT

“If I have an idea for a new initiative, then I will solicit all the reasons why it might not work.”

HABIT #4

INCLUSIVE MINDSET

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#MINDSET

“You’re in charge, just tell us
what we need to do.

Don’t you have all of the
answers?”

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"I will never have all of
the answers.

But together, there isn't
a problem we can't
solve."

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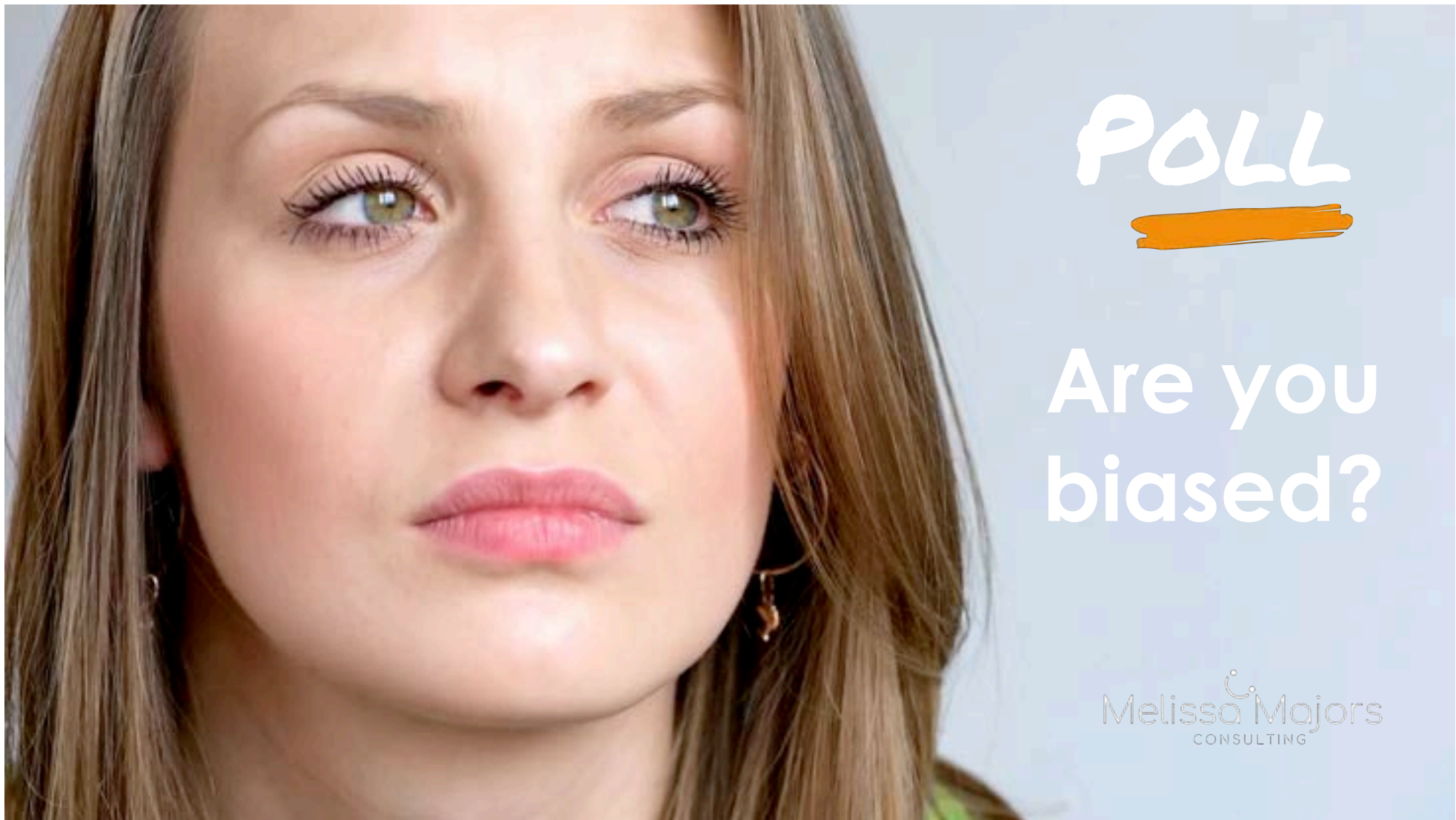


#mindset

BE CURIOUS

HABIT

“If someone shares a contrarian opinion, then I will choose curiosity, instead of getting offended, and ask them to tell me more.”



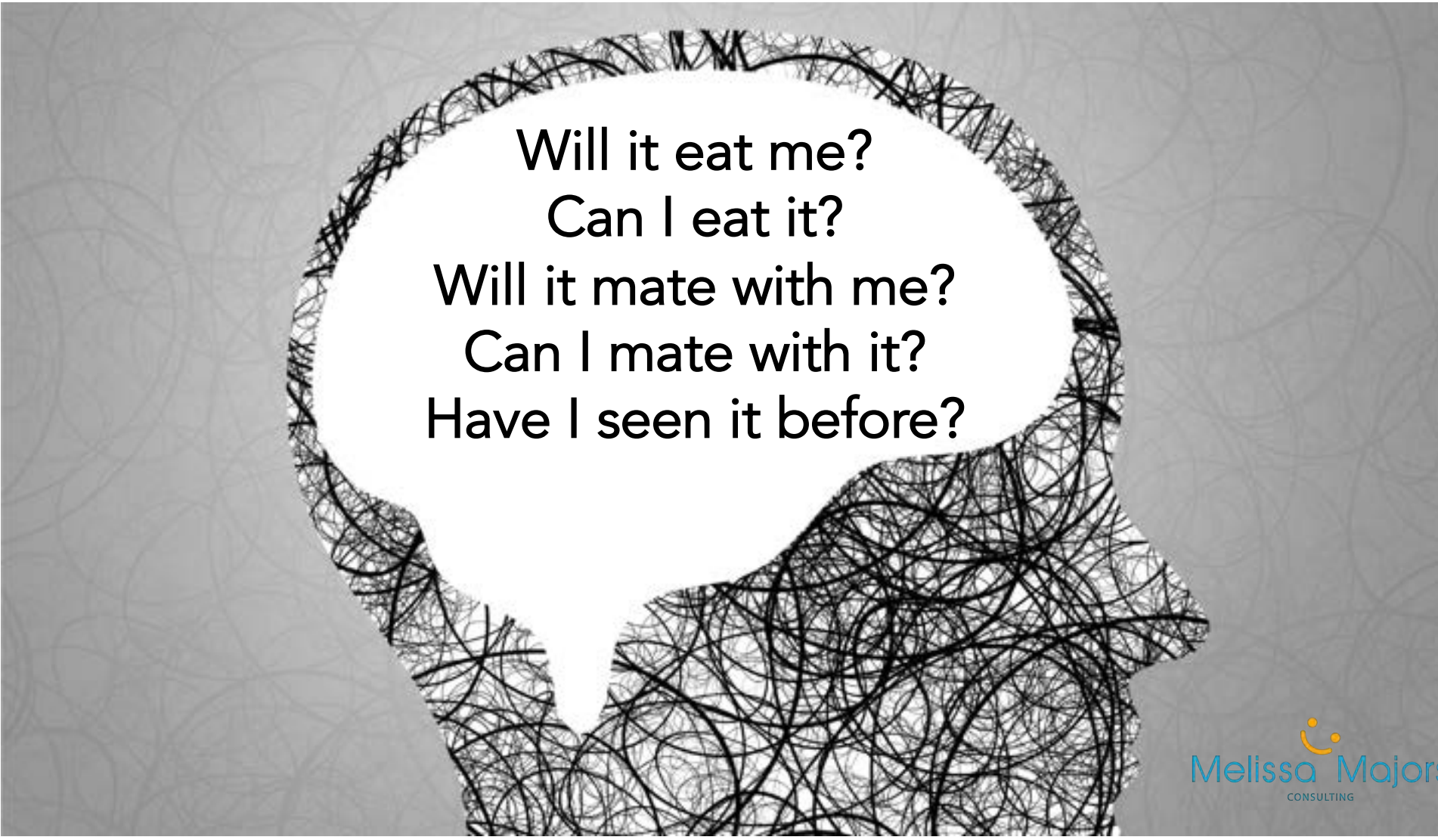
POLL


**Are you
biased?**

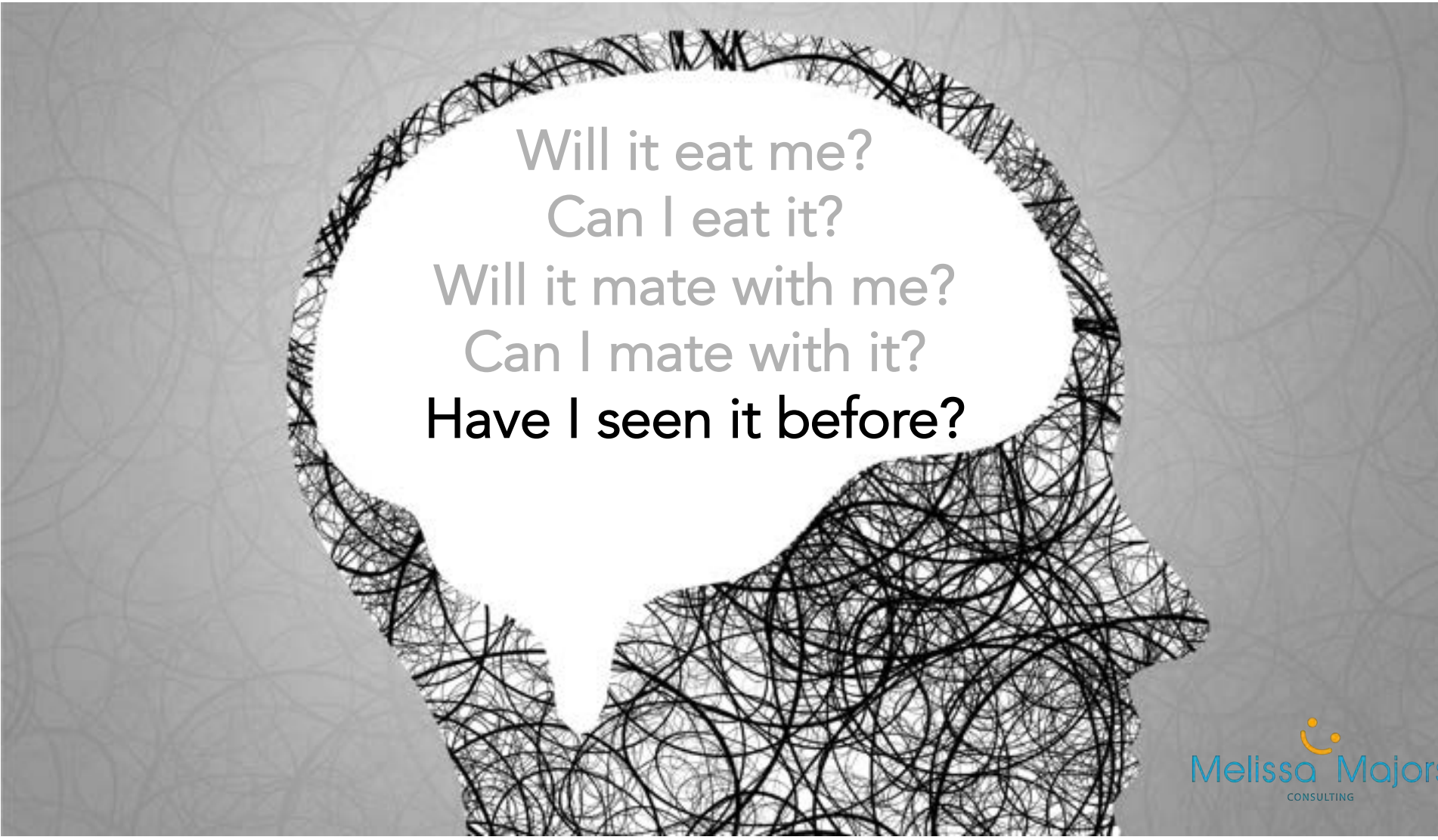
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**EMBRACE YOUR BIAS
DON'T DENY AND IGNORE**

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Will it eat me?
Can I eat it?
Will it mate with me?
Can I mate with it?
Have I seen it before?



Will it eat me?
Can I eat it?
Will it mate with me?
Can I mate with it?
Have I seen it before?

EMBRACE BIAS

HABIT

“If I catch my biased thoughts, then I will examine them and choose my actions.”

STEPS TO MITIGATE BIAS FROM CONTROLLING YOUR ACTIONS



"He is different from me. He could be a threat."

"Did he earn my distrust? If not, my biases are probably influencing me."

"I often distrust individuals like him. I'm likely biased towards this group of people."

"I will mindfully choose to view and treat him equally, just like I do others."

WHAT ARE THEIR BIASES?



FORGIVE YOURSELF AND OTHERS

"Father, forgive them; for they know not what they do."

- The Bible, Luke 23:34

HABIT #5

TEAM VALUES





**SAMPLE VALUES
FOR**

**DIVERSITY,
INCLUSION,
BELONGING,
AND EQUITY**


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D We hire for culture add, not culture fit.

I We involve and consider the voice of all stakeholders.

B We treat people the way they need to be treated. Not how we want to be treated.

E We disburse power and vote on major decisions. Our collective opinion matters.

VALUES

HABIT

“If I create team values, then I will include behavior expectations for DIB&E.”



HABIT #6

**INCLUSIVE DECISION
MAKING**

#Decisionmaking



Janet Traphagen
President
The Creative Group®

GRAVITY OF THE DOMINANT'S VOICE


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INCLUSIVE DECISIONS

HABIT

“If we’re sharing opinions and ideas, then I will wait to share my thoughts last.”



HABIT 7#

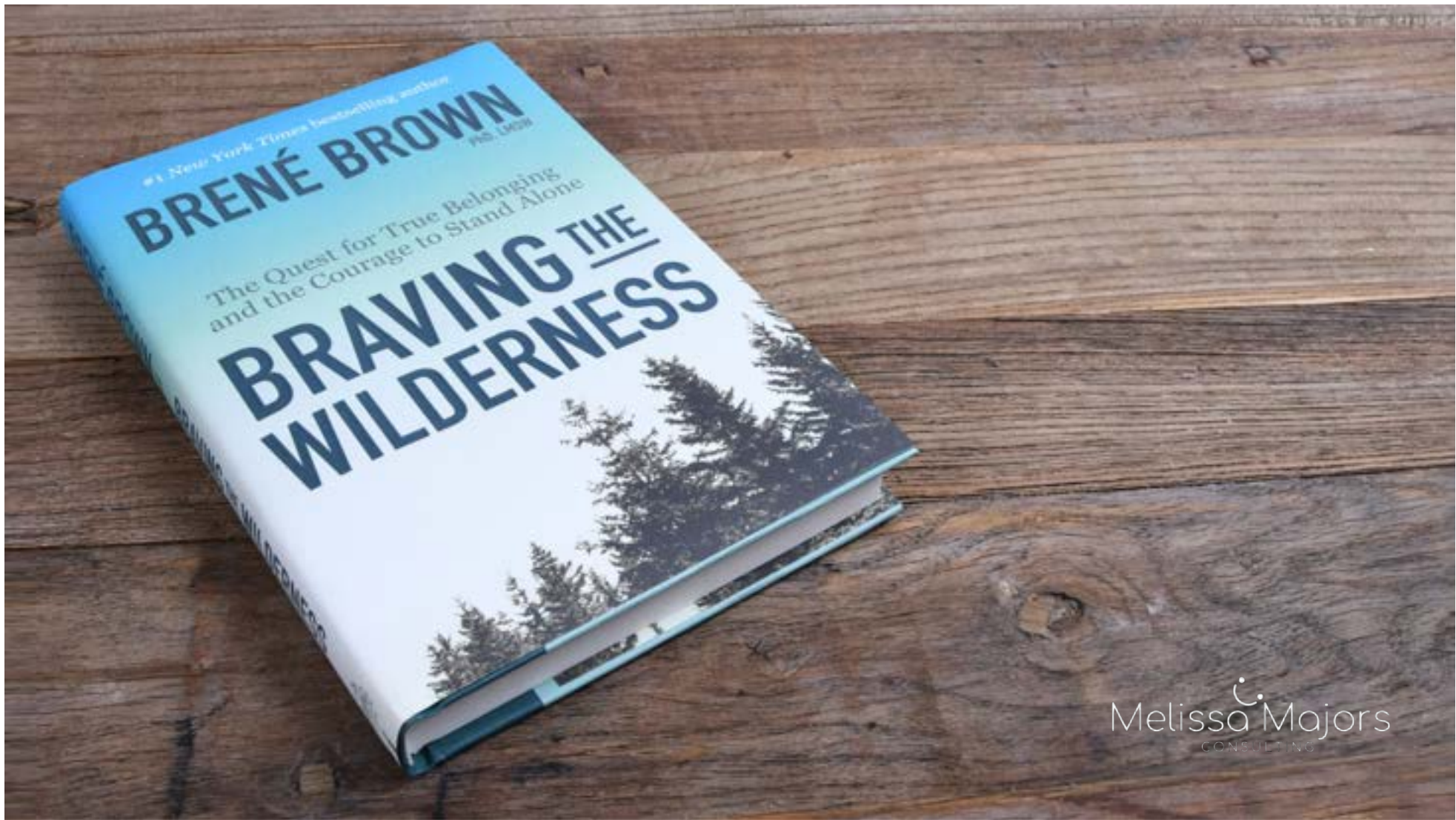
LEADING PEOPLE + SELF

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#leadingpeople&self

CONFLICT IS HEALTHY





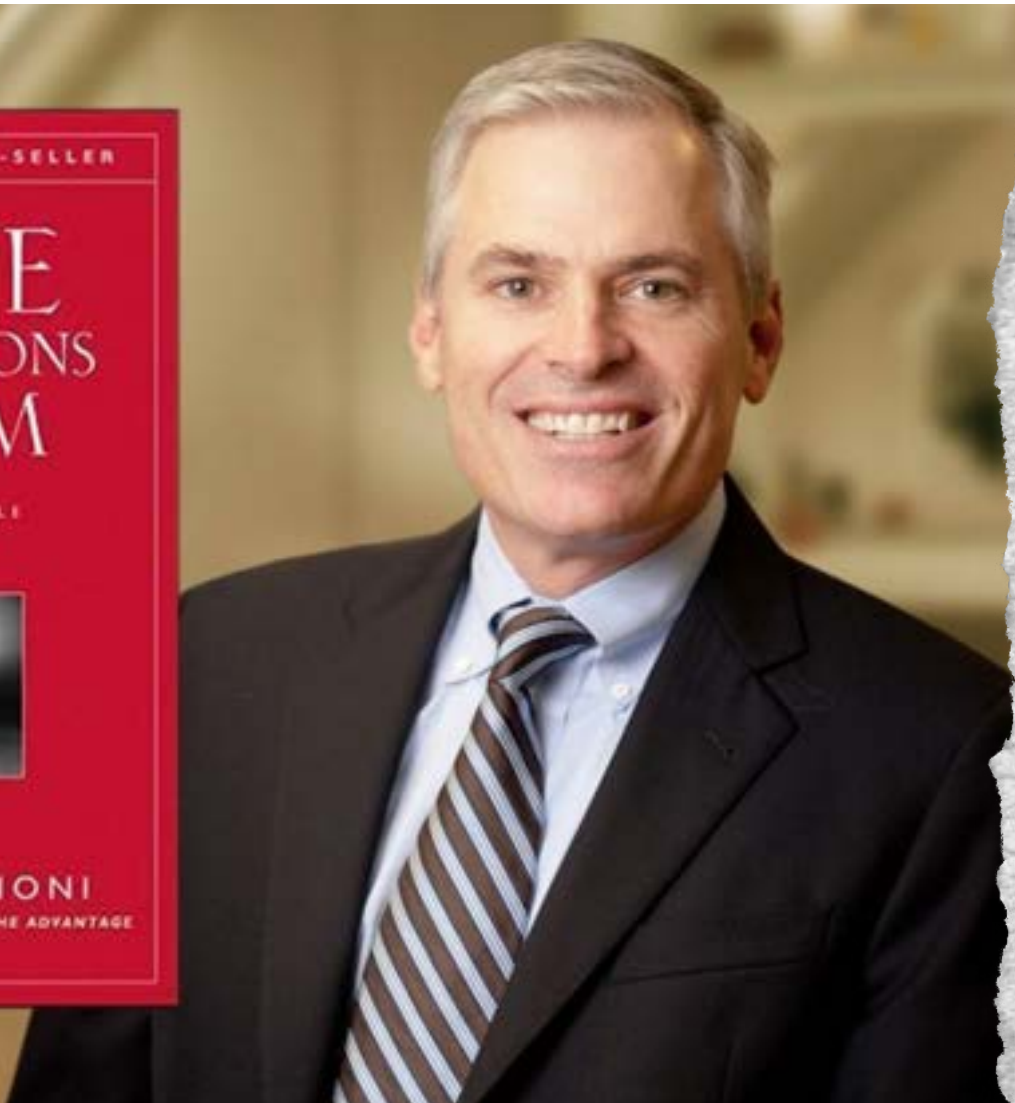
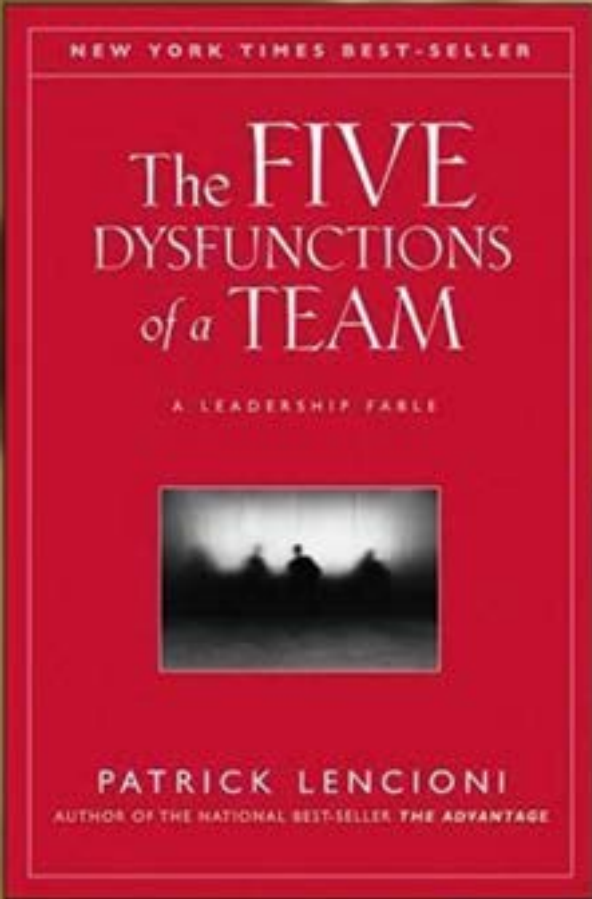
#1 New York Times bestselling author

BRENÉ BROWN
PhD, USC

The Quest for True Belonging
and the Courage to Stand Alone

BRAVING THE WILDERNESS

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CONSULTING



#leadingpeople&self

TRANSFORMING CONFLICT

HABIT

If colleagues have conflicting ideas, then I will say, “although this feels uncomfortable, let’s lean in until we thoroughly grasp each other’s positions.”

"Because we've always done it that way."


PROGRESS

STATUS QUO

EVOLVE STATUS QUO

HABIT

If someone says, “because we’ve always done it that way,” then I will ask, “how can we do this even better?”



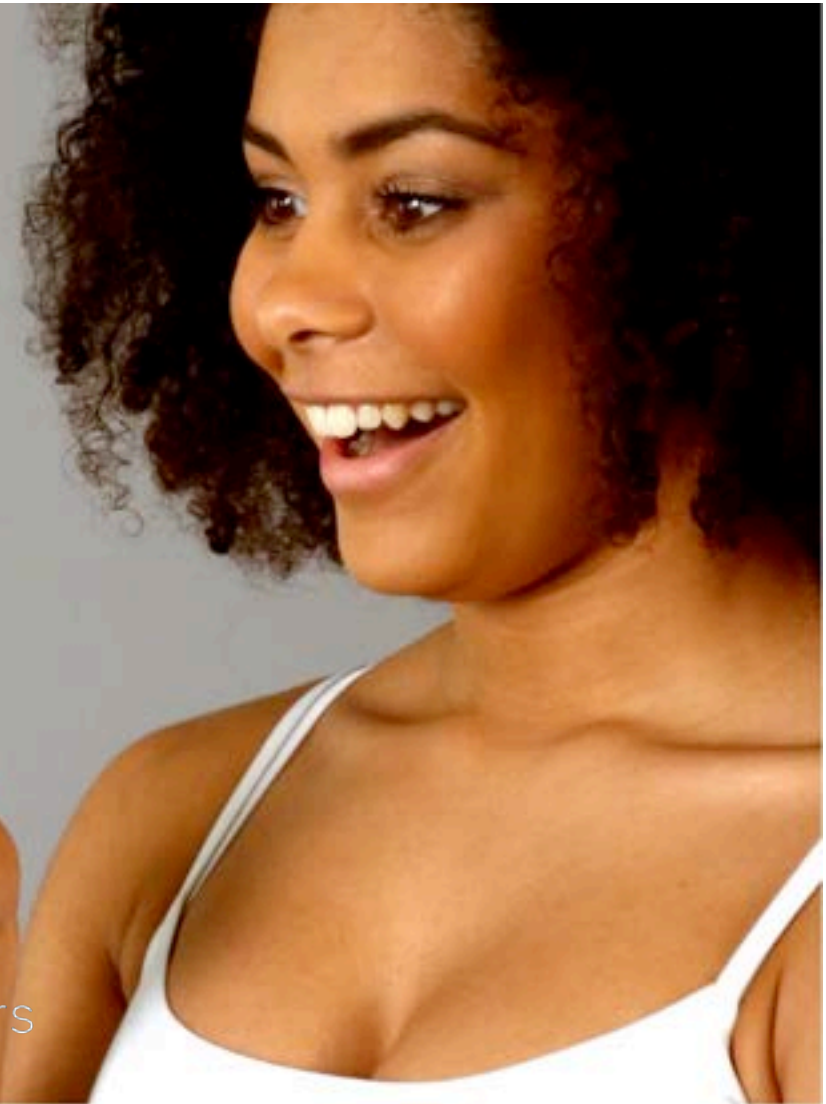
**SOCIAL
CIRCLES
SHAPE OUR
PERSPECTIVE**

POP YOUR BUBBLE

“We now live in a giant feedback loop, hearing our own thoughts about what’s right and wrong bounced back to us by the television shows we watch, the newspapers and books we read, blogs we visit, the sermons we hear, and the neighborhoods we live in.”

Bill Bishop
Author of The Big Sort

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<https://vimeo.com/472731969>

INTELLECTUAL HUMILITY

#leadingpeople&self

HABIT



“If the majority of my social circle looks and thinks similarly, then I will accept that I may have blind spots to the experience of others.”

The 7 Simple Habits of Inclusive Leaders

SUMMARY



Business
Collaboration
Mindset
Values
Decisions
Empathy
Leading People & Self



Ask Me Anything



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THE **7** SIMPLE HABITS OF INCLUSIVE LEADERS

with

MELISSA MAJORS

