

How do I know if I am not being inclusive?

Most people don't realize they are not being inclusive. Behaviors that aren't inclusive, called **exclusive behaviors**, are often subtle and can have subtle effects. Examples of exclusive behaviors include interrupting someone before they are finished speaking or calling first on someone you know. Exclusive behaviors cause people to display fewer positive signals and show more signs of discomfort. Learn to recognize signals that people might feel uncomfortable.

Fewer Positive Gestures

- Less Smiling
- Less Visual Contact
- Fewer Impromptu Comments

More Indicators of Discomfort

- More Speech Errors
- More Speech Hesitations
- More Blinking

Source: Training on Mitigating Implicit Bias. Preshuslee Thompson September 20, 2019 Kirwan Institute <https://register.gotowebinar.com/recording/3467121203855709443>

Exclusive behaviors are often the product of implicit bias. **Implicit bias** is an unconscious prejudice in favor of or against a thing, a person, or a group compared with another, usually in a way considered to be unfair.

People form biases without intending to do so. This is called automatic thinking. Having implicit bias doesn't make you a bad person; it makes you human.

Just like we learn our biases over time, we can recognize and then change them.

What is inclusion?

Inclusion refers to the behaviors and social norms intended to make people feel welcome, treat people fairly and respectfully, and make sure people have an equal chance to contribute.

Team members who don't feel included may not:

- Take part in discussions.
- Feel comfortable offering a different point of view from others on the team.
- Volunteer to do more for the team.

People who don't feel included lose interest in the project and are less likely to stay on the team.

What can I do to be more inclusive?

1 Become aware of your biases. You can't change an implicit bias unless you know you have it. Taking an **Implicit Association Test (IAT)** can help you become more aware of your unconscious biases

An IAT measures attitudes and beliefs that people may be unwilling or unable to share. For example, you may believe that women and men should be equally associated with science, but your automatic associations could show that you (like many others) associate men with science more than you associate women with science.

Be open to the results of the test. Implicit biases may not always align with your beliefs. For example, having an implicit bias against a certain race does not make a person racist. However, you may be treating people differently without intending to do so.



How To Be More Inclusive

TIP SHEET

2 Get to know your team members.

- **Focus** on the individual team member, not the group that person represents.
- **Make** a point of forming relationships with team members with backgrounds that differ from yours.
- **Keep** an open mind about each person on the team.
- **Find** things that you have in common with others on the team.
- **Seek** information that helps you challenge your own biases.

3 Reduce your likelihood of automatic thinking.

People are more prone to automatic thinking and biases when they are tired, in a rush, or overloaded.

- **Stay** in the moment and don't revert to automatic thinking and stereotypes.
- **Give** yourself enough time to make key decisions.
- **Have** a snack before team meetings.
- **Try** to get enough sleep.

4 Practice being inclusive.

Below are examples of small actions you and your team can take to include rather than exclude others.

Instead of:	Make sure to:
Greeting and starting conversation with only select team members	Make a point to greet your team member and include that person in the conversation
Not acknowledging your team member's comment or contribution	Paraphrase or repeat your team member's comment and verbalize the value of their contribution to the project to show you listened and understand
Interrupting a team member who is speaking	Allow your team member to finish their thought completely before responding
Minimizing or dismissing your team member's observation or opinion	Acknowledge your team member's idea or opinion and communicate how it is being considered
Focusing your attention only on those you know well	Intentionally seek out others who you don't yet know
Expressing criticism to others of your team member's work or ideas	Ask your team member about their process or approach to the work
Making jokes about a team member's personal characteristics	Find opportunities to show respect to your team members for their individuality