

INCLUSIVE LEADERSHIP

Create a more inclusive culture and leverage diverse thinking at work.

◆ ABOUT THE COURSE

Inclusion isn't just the right thing to do; it's a leadership skill that drives better performance, innovation and collaboration.

This session explores how to notice and challenge everyday bias; foster psychological safety; and make meetings, decisions and communication more inclusive.

◆ SESSION AGENDA

01 Definitions

Get clear on the distinct concepts of Equality, Diversity and Inclusion, and why they need to be progressed together.

02 Inclusion at Work

Understand why inclusion matters for performance, and explore the inclusion paradox using the Notice, Interrupt, Include model.

03 Understanding Bias

Learn the psychology behind System 1 and System 2 thinking, and how each one shapes the way we perceive other people.

04 Bias in Action

Learn about common bias types and how they show up in everyday decisions at work.

05 Self-Knowledge

Use tools such as the Harvard Implicit Association Test to build a clearer picture of your own biases.

06 Decision-Making

Understand how stress and pressure affect the quality and inclusiveness of our decisions.

07 Micro-Behaviours

Explore the small, everyday signals - both positive and negative - that shape how included people feel.

08 Psychological Safety

Understand what builds - and undermines - psychological safety, and the practical actions that help people speak up.

09 Conscious Inclusion

Commit to specific, practical behaviours that turn inclusive intentions into everyday habits.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.

◆ INTERACTIVE EXERCISES

Where Inclusion Slips

Individually, think about your own team and identify moments where inclusion might slip.

Notice Your Bias

Try two quick perception exercises to notice how your brain fills gaps and jumps to fast, automatic conclusions.

Naming Everyday Biases

In breakout groups, brainstorm the everyday biases - beyond the nine protected characteristics - that can cause us to prejudge someone.

Managing Decision Pressure

Identify your own signs of being under pressure, then take part in a live two-minute guided breathing exercise to reset before deciding.

Micro-Inequities & Micro-Affirmations

Individually, identify a micro-inequity that resonates with you and discuss its impact, then write down micro-affirmations you could use to counter them.

Psychological Safety Score

Score your team's psychological safety from 1-10, then write down one action you could take in the next two weeks to raise it.

◆ LEARNING OUTCOMES

- ◆ Stronger understanding of the business case for inclusion and its impact on performance.
- ◆ Increased confidence and practical tools for leading diverse, inclusive teams.
- ◆ Deeper insight into the everyday behaviours that shape inclusive culture.
- ◆ Greater ability to create positive, respectful and high-trust work environments for all.