

Inclusive Behavior

Toolkit Instructions



Being inclusive is just as much about ‘what’ you do, as it is about ‘how’ you do it. The behaviors you demonstrate make a big impact on the people around you. This practical toolkit will equip you to evaluate and develop behaviors that include and value all people.

In the toolkit there are 30 cards outlining 9 behavioral capabilities and 28 corresponding behaviors with explainer videos to prompt reflection, discussion, and inclusion capability development.

There is one card for each behavior. The bottom half of the card (in the white box) describes the behavior in detail.

You can use this toolkit to:

- Self-evaluate your inclusive behaviors and identify opportunities for development.
- Evaluate (on your own or as a group) the inclusive behaviors of a team and plan improvement actions.
- Select inclusion behaviors important for the organization and build them into capability frameworks, job descriptions, and performance standards.
- Facilitate coaching sessions with individuals and teams to help build awareness and develop their inclusive behaviors.

SOME TIPS FOR USE

- If using the cards with others, make sure they are clear on the purpose and how they should be using the toolkit and contributing to the process.
- Each behavior builds upon another, so when the cards are used in numerical order it can assist the user's understanding. (*hint: the cards are numbered on the top right of the card*)

USING THE CARDS TO IDENTIFY OPPORTUNITIES FOR DEVELOPMENT

1. Place the heading cards on the table from left to right (1) **Most room for improvement**, (2) **Some room for improvement**, (3) **No room for improvement**.
2. Read each behavior card, then watch the QR-code explainer video for more detail and context (if needed).
3. Rate the current demonstration of that behavior and place under the relevant heading card. Repeat until all cards have been reviewed and rated.
4. Once complete, collect the cards in the with the greatest room for improvement and set the rest of the behavior cards aside.
5. Flip the heading cards over to create the headings left to right (A) **Significant benefit or impact**, (B) **Some benefit or impact**, (C) **No benefit or impact**.
6. Using the stack of cards identified as having the greatest room for improvement, one card at a time, determine the likely benefit or positive impact there would be if that behavior was developed. Place under the relevant heading card. Repeat until all cards have been reviewed and rated.
7. The cards identified as having the most significant benefit or impact should be the priority for development and improvement.