

The Path to Intentional Inclusiveness

Who is this model for?  People  Teams  Organizations



Unintentional Ignorance

Ignorance might not be explicitly or intentionally malicious. But it can be harmful and destructive.

Intent does not equal impact.

When you are unintentionally ignorant, you are uninformed and unaware of the perspectives and experiences of others and how your words or deeds impact others.

Awareness

Self-Realization: You see or hear something that makes you realize a certain behavior is exclusionary.

Assisted Realization: Someone else helps you see or hear something to make you realize a certain behavior is exclusionary.

Once aware ... you can choose to advance, or stay put. But you can't go back. You can no longer act out of ignorance. If you do not advance to understanding, it is by choice—and you are choosing to exclude.

Understanding

You understand why a behavior is problematic. You know how a word or deed can hurt, and why.

You also understand why you should act.

**Greater Effort
Greater Risk
Greater Impact**

& Actions may also come between awareness and understanding, but are most powerful when they emerge out of understanding.

Action

Actions taken here aim toward intentional inclusiveness:

- Stopping exclusive behavior
- Seeking knowledge to deepen understanding
- Developing skills to support inclusive efforts
- Speaking up/advocating for others
- Examining practices and habits for exclusionary behavior
- Working to change exclusionary practices and habits
- Examining policies for exclusionary effects
- Changing policies toward inclusiveness
- Advocating for organizational change
- Seeking opportunities to make the culture more inclusive

Intentional Inclusiveness

You enjoy the benefits of an inclusive culture:

- Satisfied employees
- Loyal employees
- All voices heard, included, and respected
- Better communication
- Better productivity
- Increased trust
- Better teamwork
- More innovation
- More creative problem solving
- Improved effectiveness
- Increased retention

& Having an inclusive culture is a component of—but not the same as—being an equitable institution.

