

# LEADING NOW SERIES - CONVERSATION STARTER

## FOSTERING AN INCLUSIVE REMOTE WORKPLACE

*This presentation has been designed for use by **HR and Leaders** as a starting point for discussions with your teams. Review the material and adapt or reduce to make it relevant for your audience. Discussing these topics together helps people gain clarity about where they can focus time and energy to help each other now.*

*The slides and talking points may be relevant to include as part of forums, staff meetings, debriefs or 1:1 sessions.*

*[Click here](#), for an overview of available Conversation Starters*

# TIPS

## FOR A SUCCESSFUL VIRTUAL SESSION

If you are not used to running training & communication virtually then this will be a new challenge. We've added some tips below to support you in tackling this.

- Have your camera on and look at the camera, not the screen, as much as possible – it will feel more personal to participants
- Ask participants to have their camera on so you can check for engagement and understanding
- Decide what interactive tools you are going to use in advance – chat, polls, annotation as well as speech
- Set the scene for the training and ask for interaction using the methods you are comfortable using
- If you ask a question make sure that you remind people of these tools and to turn mute off
  - Don't feel the need to break the silence too quickly, give people time
- If you aren't getting a response to a question ask specific people for their thoughts or input
  - If you aren't comfortable doing this, have an 'ally' on the call and ask them in advance to respond to questions if it's quiet
- You may have family members or even pets at home with you, if they accidentally make an appearance its ok! Laugh about it and move on. If the distraction is longer, turn your camera off and mute yourself to deal with it.

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# FOSTERING AN INCLUSIVE REMOTE WORKPLACE

CONVERSATION STARTER



# AGENDA



## Today's agenda:



- **Addressing Unconscious Bias**- monitoring our work practices to be aware our biases continue to exist, even in a remote environment inclusive of virtual colleagues
- **Practice empathy & non-judgment** –test our thinking and assumptions in a virtual environment
- **Creating Inclusive Connections**- viewing remote working practices through a lens of inclusion



## NOT on the agenda:



- Remote work policies
- Digital connection instructions
- Home office equipment
- COVID-19 preparedness practices

*Refer to the [Collins Coronavirus Updates](#) webpage for the latest information about these topics.*

**This is a leadership moment.** A time for leaders to choose how they respond.



Courage, trust, adaptability, grace, **inclusion, flexibility**



Fear, mistrust, rigidity

FUTURE		Success Accelerators	Profile Behaviors
		<b>Inspires &amp; Empowers</b>	<ul style="list-style-type: none"> <li>Energizes with vision and purpose</li> <li>Establishes meaningful relationships; empathetic</li> <li>Develops people, coaches, delegates, stretches talent</li> <li>Promotes inclusion</li> </ul>
		<b>Builds Trust</b>	<ul style="list-style-type: none"> <li>Makes tough decisions</li> <li>Communicates effectively. Listens. Transparent; authentic</li> <li>Self-aware; gives and receives feedback</li> </ul>
		<b>Drives Change &amp; Innovation</b>	<ul style="list-style-type: none"> <li>Models and rewards smart risk-taking</li> <li>Challenges the status quo; seeks new &amp; different ideas</li> <li>Curious, always learning &amp; promotes learning culture</li> </ul>
		<b>Champions Customer Culture</b>	<ul style="list-style-type: none"> <li>Treats customers with respect</li> <li>Anticipates customer needs</li> <li>Works with urgency</li> </ul>
DERAILERS			
X	Arrogant, dismissive, distant		
X	Lacks empathy, unkind		
X	Unresponsive to feedback		
X	Resistant to change; risk averse		
X	Excessively directing & controlling		
X	Lacks collaborative spirit		



# INCLUSIVITY IN REMOTE WORK

## WHY IT MATTERS

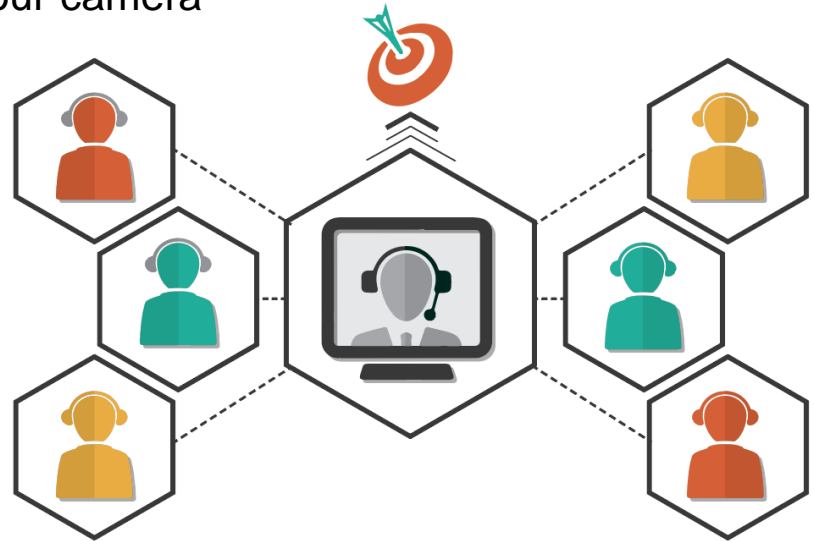
It's easy to let the focus on inclusion fall by the wayside in shifting priorities, but without inclusion, a successful pivot to a virtual workplace will not only be challenging, but a great failure in a time ripe with opportunity for positive change.



# EXPECTATIONS

## HOW TO SHOW UP VIRTUALLY

- If you can and feel comfortable, use your camera
- Be engaged
- Mute yourself when not speaking
- Participate as you would if the session were in person
- Use all interaction tools available
  - Come off mute and speak up
  - 'Raise your hand' within the Webex
  - Use the chat function
  - Annotate the screen to respond when the feature is enabled



# REMOTE WORKPLACE INCLUSION

## ACKNOWLEDGING & MANAGING COMMON INCLUSION PITFALLS



### Addressing Unconscious Bias

**Unconscious biases are learned stereotypes/preferences and are:**

- Automatic
- Unintentional
- Universal
- Deeply engrained in our belief systems

Without intervention, our biases have the ability to affect our behavior. *This holds true in virtual work environments, even if the behavior looks slightly different.*



### Practice empathy & non-judgment

**We've all experience change and change results in loss:**

- Degrees of impact vary
- Do some self reflection and think about others
- Be curious. Don't assume others reaction will mirror yours
- Be sensitive



### Creating Inclusive Connections

**Remote work environments add a level of complexity to inclusivity. To encourage inclusivity:**

- Lead with kindness
- Be mindful of your invitee lists, considering invitations to all
- Encourage all participants in virtual calls/meetings to engage, share, and be a voice in the discussion.
- Be present



# UNCONSCIOUS BIAS

A REALITY OF HUMAN EXISTENCE

A judgment made without being aware we are doing so that results from subtle cognitive processes that often operate at a level below conscious awareness.



# PRACTICE EMPATHY & NON-JUDGMENT

## OVERCOMING UNCONSCIOUS BIAS

- We have all experienced a change in:
  - how safe we feel
  - how we go to work (space, family, technology)
  - how those we live with and love are being impacted
- Whether the change created a gain or loss depends on where you sit (your experience/values/situation)
- Be curious, imagine others' lives and be sensitive. Try to not assume or judge.
- Acknowledge and validate.



# CREATING INCLUSIVE CONNECTIONS

## ACKNOWLEDGING & MANAGING COMMON INCLUSION PITFALLS



### Video Conferencing

**Inclusive Practice:** Encourage video conferencing where colleagues feel comfortable to do so

**Inclusive Alternative:** Ask the colleague to upload a picture if they prefer not to use video



VIRTUAL WORKING



### Informal Discussions

**Inclusive Practice:** Ensure all immediate team members are saved as favorite contacts on instant messenger platforms

**Inclusive Alternative:** Schedule short “check ins” to encourage collaboration on specific topics to get input from the broader team

# CREATING INCLUSIVE CONNECTIONS

## REMOTE WORKING DURING COVID-19

### Entire families working, studying from home

- Scheduling time for child studies during working hours
- Sharing resources with working spouses

Ask what accommodations for time are best

Understand timelines may be longer for work output

### Caretakers have unpredictable needs

- Employees may be caring for parents, partners, siblings, others
- Child daycare closings, school closings, pet care

Be flexible for last minute schedule changes

Offer individual follow-up for call drop-offs or misses

### Movement restrictions may cause stress

- Ability to change environments for relief is limited
- Healthy socialization reduced

Extend grace for unusual behavior changes

Encourage blocking of time for fresh air, walks

### New workspaces for many not accustomed to working from home

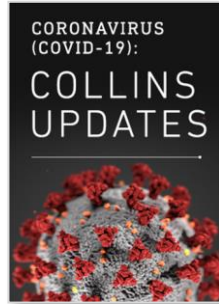
Support team members who display peak capacity

Auto mute virtual meetings and unmute individually

# RESOURCES

## COLLINS COVID-19 SITE RESOURCES

[Click here](#)



## RESOURCE GUIDES

Direct Link:

[Lead with Kindness](#)

[Leading through uncertain times](#)

[Leading a remote workforce](#)

[Working in uncertain times](#)



## COLLINS LEARNING & DEVELOPMENT

[Click here](#)



MORE COMING SOON! KEEP WATCHING  
ON LIFTOFF, MANAGER MINUTE & HR  
HUB