

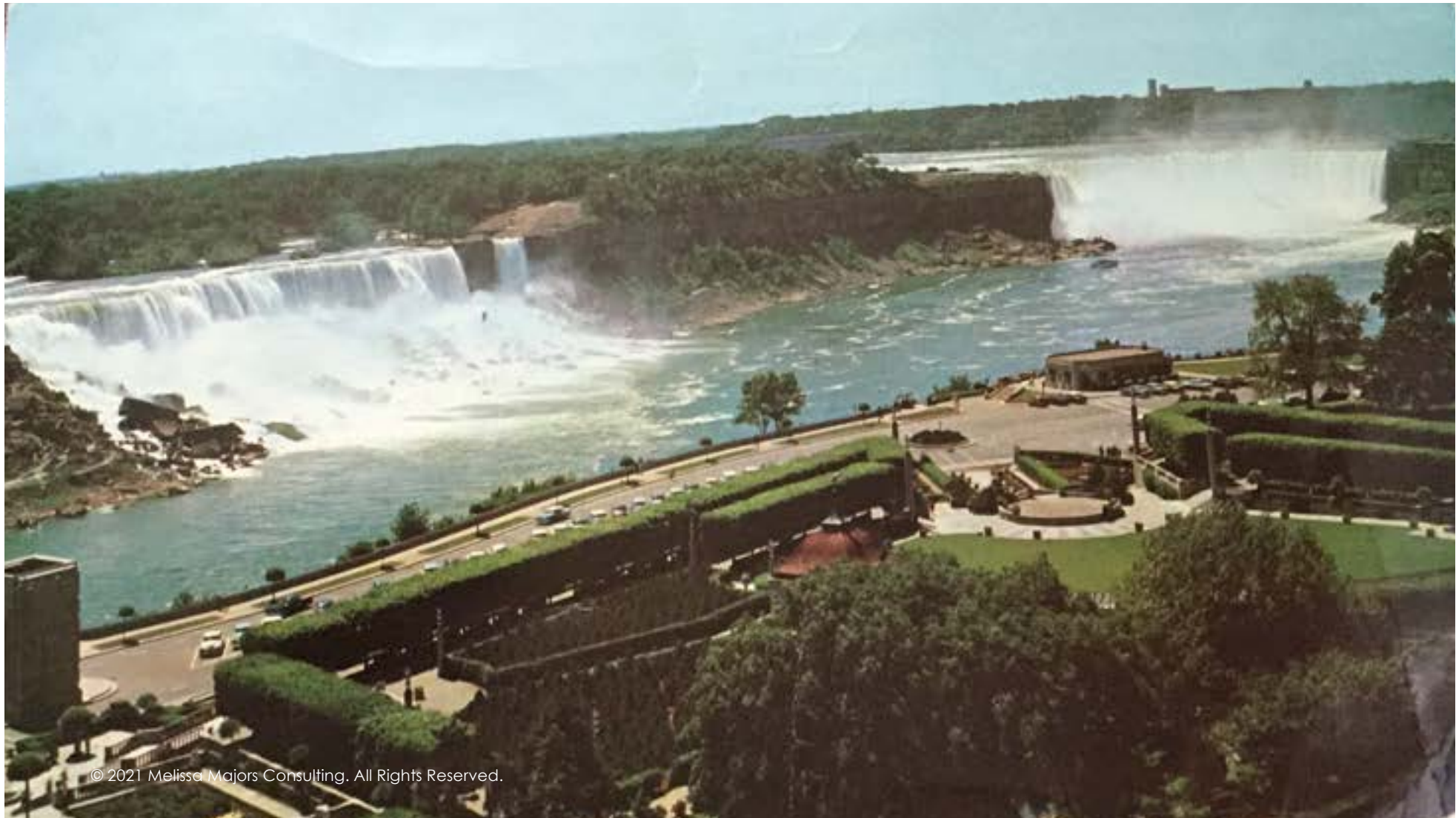


# THE 7 SIMPLE HABITS OF INCLUSIVE LEADERS

*with*

**MELISSA MAJORS**

**GUILT-FREE.**

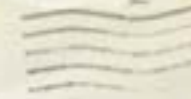


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NO-3

GENERAL VIEW OF NIAGARA FALLS  
Showing American Falls and Canadian Horseshoe Falls  
taken from Niagara Falls, Canada

126 1730



Hi Folks,

JUST FINISHED DINNER IN  
A CAFETERIA ACROSS THE STREET  
FROM THE FALLS. WE STAYED  
LAST NIGHT AT A HOTEL AT  
GENEVA-ON-THE-LAKE, OHIO. WE'LL  
SPEND THE DAY AT THE FALLS  
AND DO SOME SHOPPING FOR  
SOUVENIRS FOR THE KIDS. MUST  
LOOK FOR A MOTEL FOR THE NIGHT  
BEFORE TOO MUCH LONGER OR WE'LL BE  
HALF WAY HOME BEFORE WE CAN  
GET ANY SLEEP. HAVING A  
WONDERFUL HONEYMOON.

M. Spina & Son, 239 Lombard St., Buffalo, N.Y. 14212

# GIANT POST CARD

Address

THE PETERSONS

Mpls. Minn. 55410

56.76

LOVE  
RUSS & DALENE.

10

1001



# Melissa Majors

Author, Speaker, Coach, Consultant

  
Melissa Majors  
CONSULTING

Community  
Keynotes

in'kloodad®





# The 7 Simple Habits of Inclusive Leaders

## TODAY'S DISCUSSION



Business  
Collaboration

Mindset

Values

Decisions

Empathy

Leading People & Self


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don't make  
resolutions  
build habits





HOW TO  
BUILD  
HABITS



If this, then...

Why?

49%

HIGHER PROFITABILITY

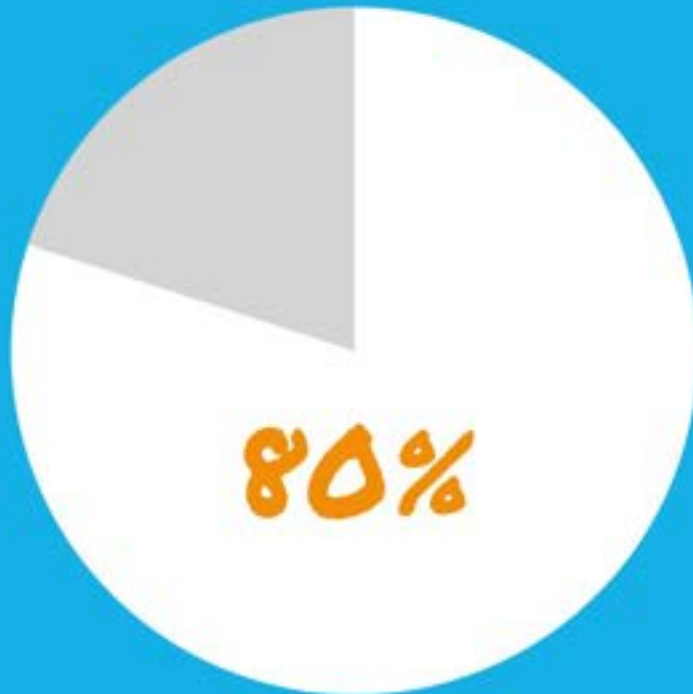
**TEAM DIVERSITY**

Gender

+ Ethnic

---

Higher Performance



**"I DON'T KNOW  
HOW TO FIX THE  
PROBLEM."  
C-Suite Execs.**

**DIVERSE  
PERSPECTIVES  
BRING  
UNIQUE  
IDEAS.**



# HABIT



“If I’m solving a problem, then I will intentionally involve and consider diverse perspectives.”

# HOMOGENEOUS TEAMS ARE LESS INNOVATIVE



## HOMOGENOUS

## DIVERSE

Increased Trust

Skeptical

Pressure to Get Along

Dissenting Views

Higher Comfort

Less Comfortable

Camaraderie

Friction and Tension

Faster Consensus

Slower

Less Innovative

More Innovative

Lower Bottom-Line Impact

Higher Bottom-Line Impact

Less Critical Thinking

Enhanced Critical Thinking

#businessimperative

# HABIT



“If I’m building a team, then I will be intentional about hiring for difference, not familiarity.”



# Survival and Reproduction

HABIT #2  
DEMONSTRATE

EMPATHY

#empathy

# SCALE OF INTERSECTIONALITY

The weight of being even more different.

**Trust**  
**Social Capital**  
**Latitude for Mistakes**  
**Included**  
**Unearned Advantage**

**Scrutiny**  
**Suspicion**  
**Underestimated Ability**  
**Exclusion**  
**Emotional Tax**

**Dominants**

**Non-Dominants**

"I WAS JUST TOO DIFFERENT."

-MIA





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# Under-Appreciated Asset





A photograph of a muscular man's back, viewed from behind. The man's skin is a dark, almost black color. A large, semi-transparent red area is overlaid on the upper and middle back, indicating a region of pain or injury. The man's hands are placed on his shoulders and lower back, suggesting he is holding himself or feeling discomfort. The text "Exclusion literally hurts." is written in white, bold, sans-serif font across the red area.

**Exclusion  
literally  
hurts.**

point of view.

**Unfair** [ʌn'fɜə] a

not fair, unjust

not properly re

applied to two

# TACTICAL EMPATHY

Describing and demonstrating an understanding of the needs, interests, and perspective of others without necessarily agreeing.

-Chris Voss



# HABIT



“If someone describes an unfair experience, then I will actively listen to understand and empathize, even if I disagree.”



**HABIT #3**

**INCLUSIVE COLLABORATION**

#inclusivecollaboation

**Women are interrupted 6x more**



# HABIT

“If I hear someone get interrupted, then I will echo their voice.”



<https://youtu.be/ryhwpjysklw>





“There were 50 or so of us, presumably the most experienced and smartest people we could get. But 5 minutes after it began to fall in, we all looked at each other and asked. ‘How could we have been so stupid?’

- President John F. Kennedy



**INCLUSIVE LEADERS  
MITIGATE GROUP THINK**

Social Belonging Outweighs  
Rational Logic

# GROUP THINK

Diversity alone  
doesn't mitigate  
group think.

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CEO

  
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COO, right hand to  
CEO

  
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CFO, influences  
COO

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# Chief Diversity Officer

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# Dominant vs. Non-Dominant

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**WE  
UNDER-INCLUDE  
MORE THAN WE  
REALIZE.**

  
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# INVOLVE

## HABIT

“If I’m in a group discussion, then I will intentionally involve all, especially the less vocal.”

# TARGET PRACTICE

## HABIT

“If I have an idea for a new initiative, then I will solicit all the reasons why it might not work.”

# HABIT #4

## INCLUSIVE MINDSET

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#MINDSET

“You’re in charge, just tell us  
what we need to do.

Don’t you have all of the  
answers?”

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"I will never have all of  
the answers.

But together, there isn't  
a problem we can't  
solve."

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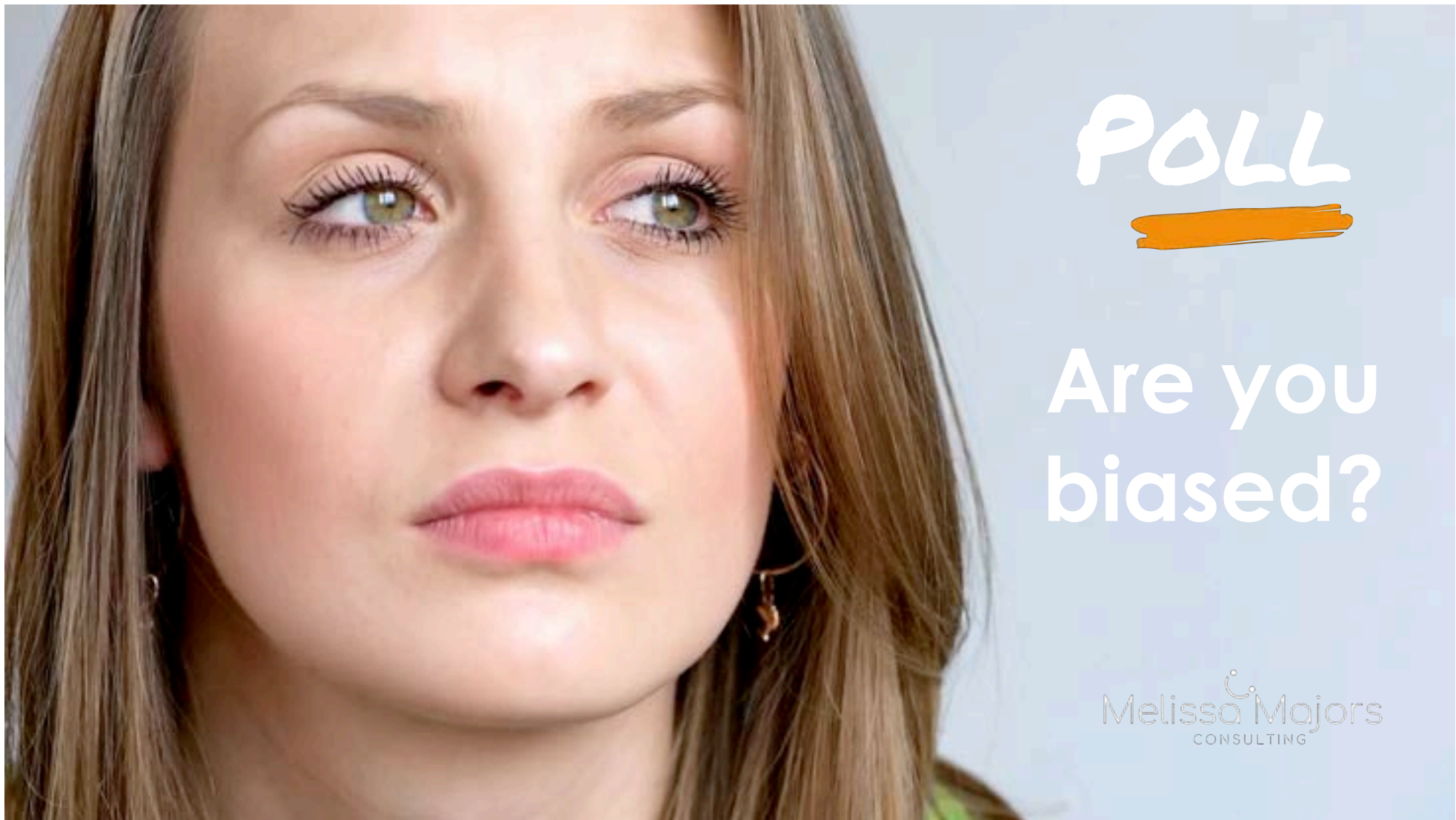
#mindset

# BE CURIOUS

## HABIT

“If someone shares a contrarian opinion, then I will choose curiosity, instead of getting offended, and ask them to tell me more.”





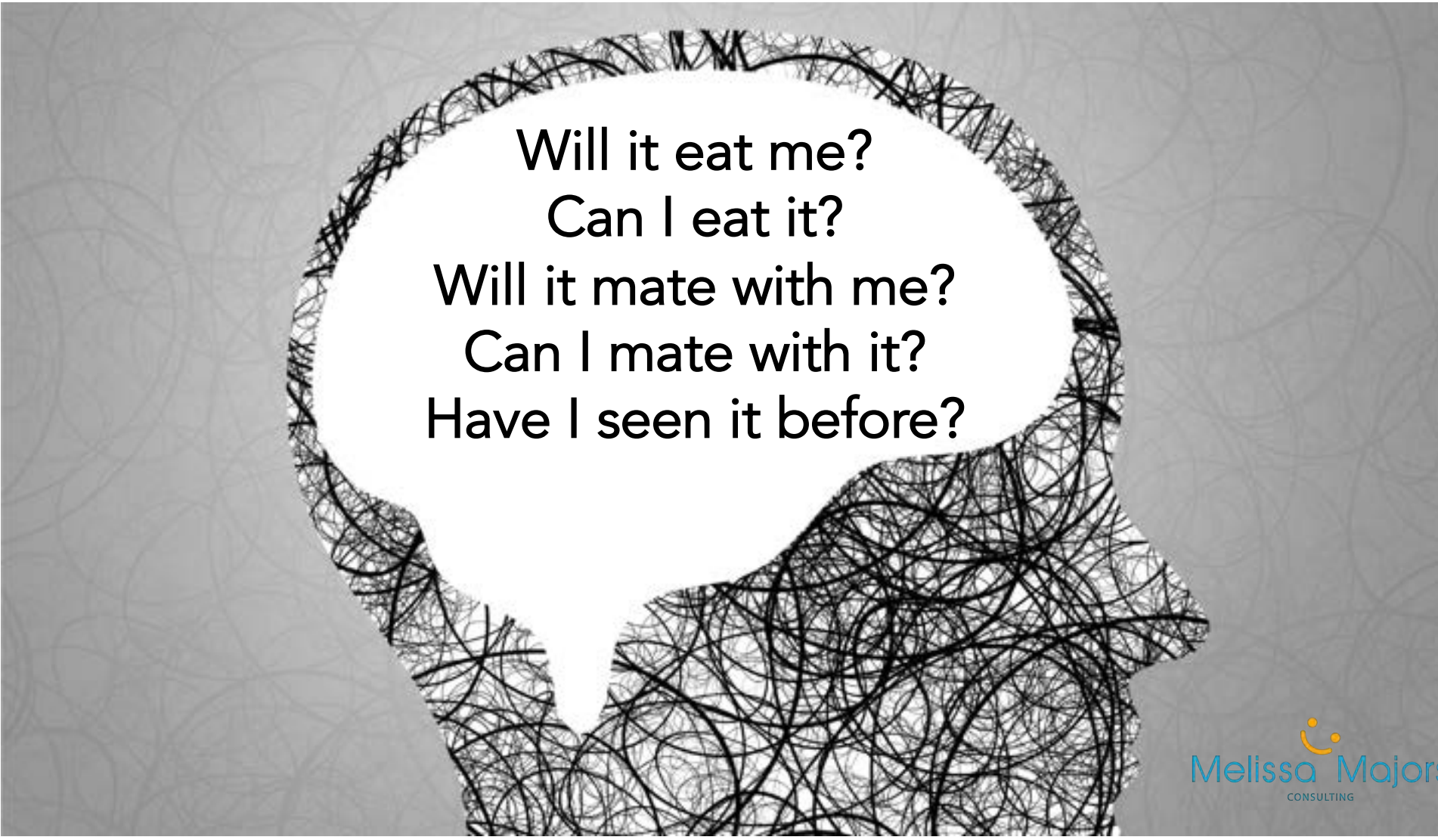
**POLL**  


**Are you  
biased?**

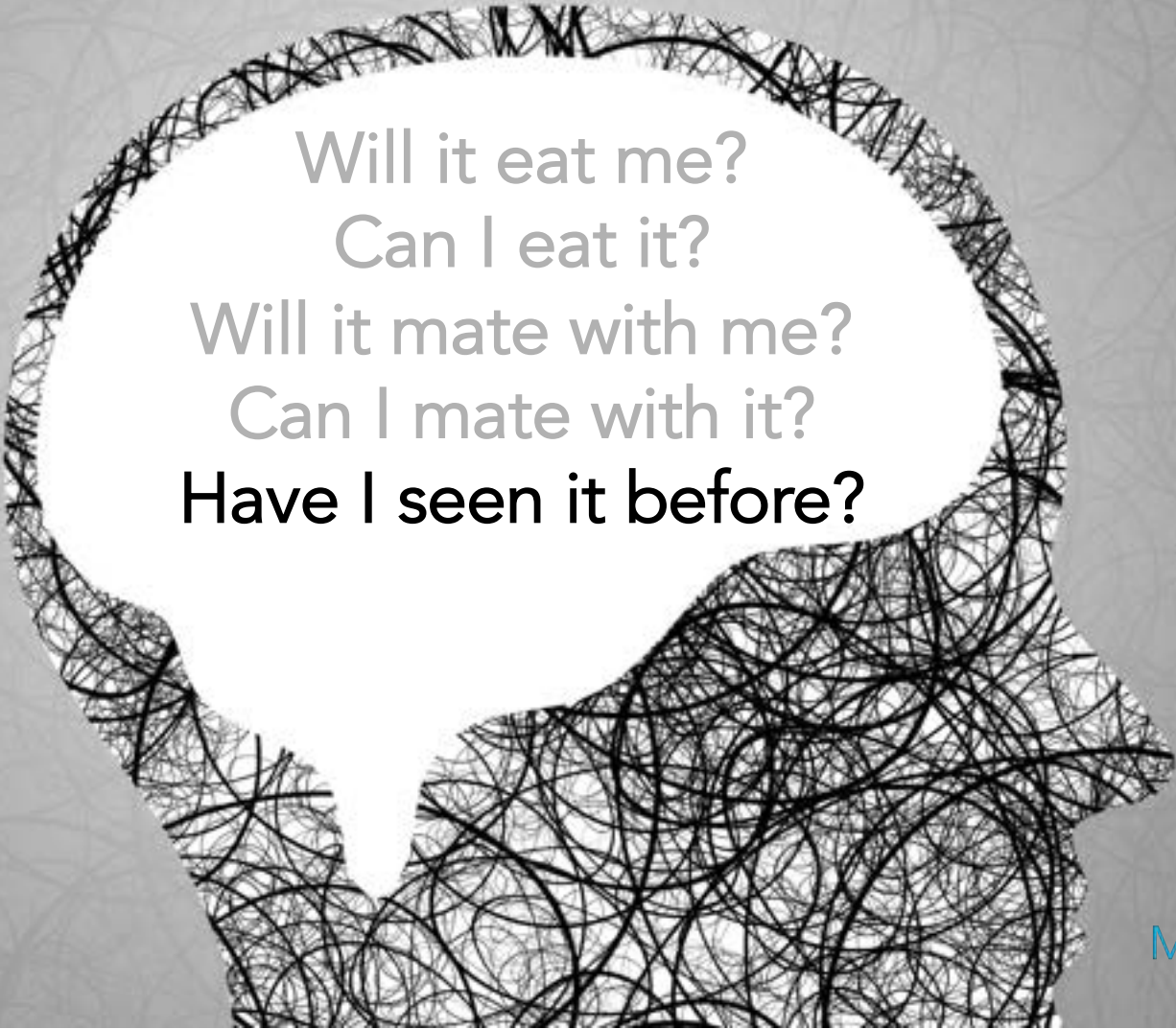
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**EMBRACE YOUR BIAS  
DON'T DENY AND IGNORE**

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Will it eat me?  
Can I eat it?  
Will it mate with me?  
Can I mate with it?  
Have I seen it before?



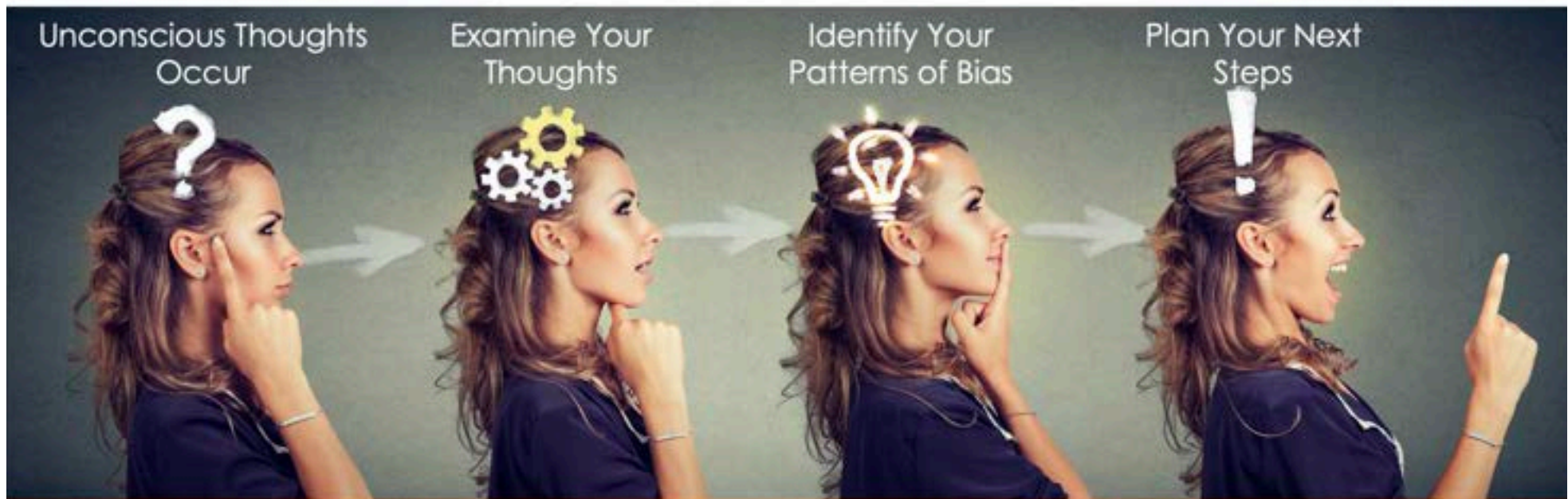
Will it eat me?  
Can I eat it?  
Will it mate with me?  
Can I mate with it?  
**Have I seen it before?**

# EMBRACE BIAS

## HABIT

“If I catch my biased thoughts, then I will examine them and choose my actions.”

# STEPS TO MITIGATE BIAS FROM CONTROLLING YOUR ACTIONS



"He is different from me. He could be a threat."

"Did he earn my distrust? If not, my biases are probably influencing me."

"I often distrust individuals like him. I'm likely biased towards this group of people."

"I will mindfully choose to view and treat him equally, just like I do others."

**WHAT ARE THEIR BIASES?**



# FORGIVE YOURSELF AND OTHERS

"Father, forgive them; for they know not what they do."

- The Bible, Luke 23:34



# HABIT #5

## TEAM VALUES





**SAMPLE VALUES  
FOR**

**DIVERSITY,  
INCLUSION,  
BELONGING,  
AND EQUITY**

  
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**D** We hire for culture add, not culture fit.

**I** We involve and consider the voice of all stakeholders.

**B** We treat people the way they need to be treated. Not how we want to be treated.

**E** We disburse power and vote on major decisions. Our collective opinion matters.

# VALUES

# HABIT

“If I create team values, then I will include behavior expectations for DIB&E.”



**HABIT #6**

**INCLUSIVE DECISION  
MAKING**

#Decisionmaking



**Janet Traphagen**  
President  
The Creative Group®

# GRAVITY OF THE DOMINANT'S VOICE

  
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# INCLUSIVE DECISIONS

## HABIT

“If we’re sharing opinions and ideas, then I will wait to share my thoughts last.”



**HABIT 7#**

**LEADING PEOPLE + SELF**

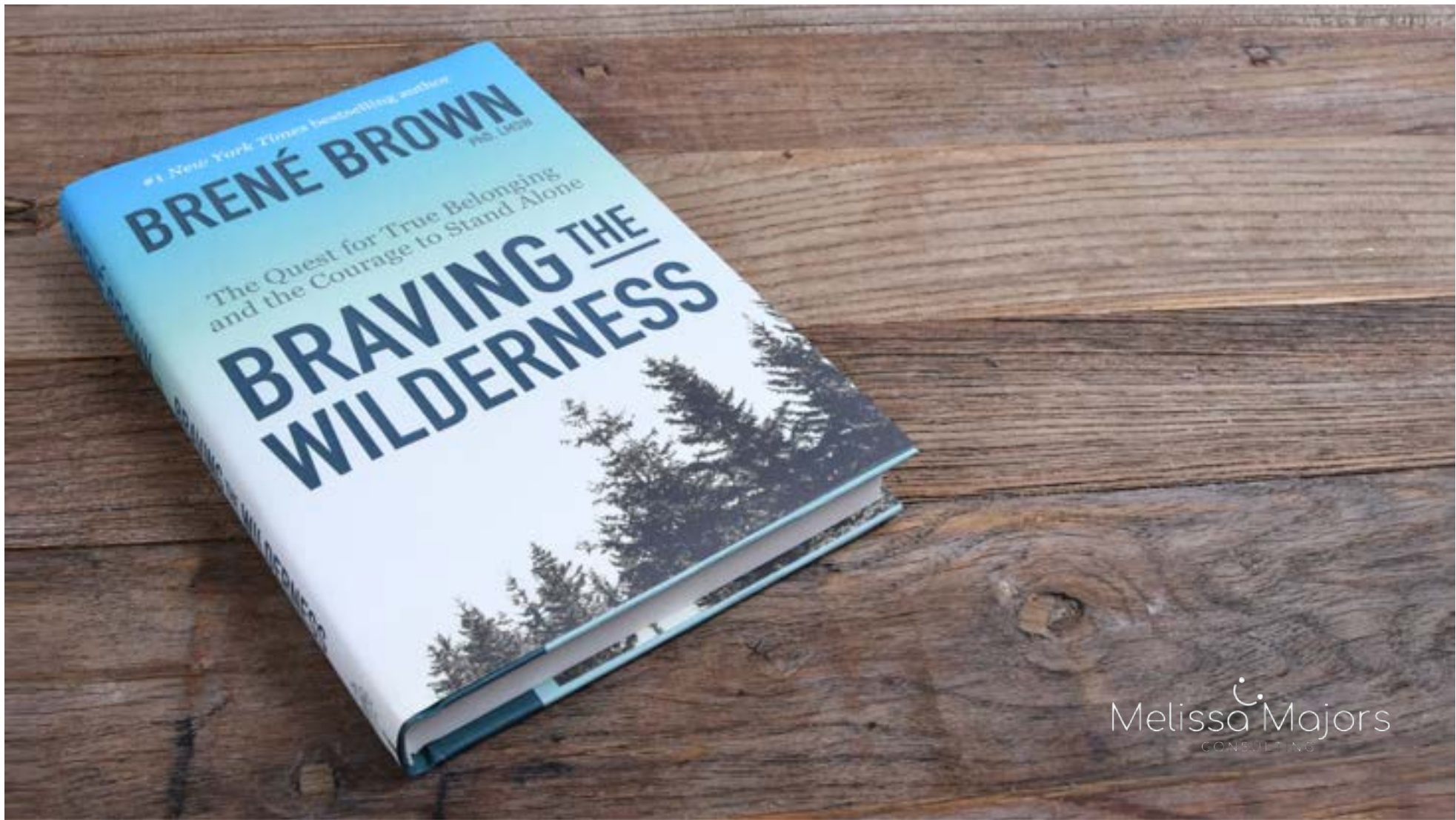
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#leadingpeople&self



# CONFLICT IS HEALTHY





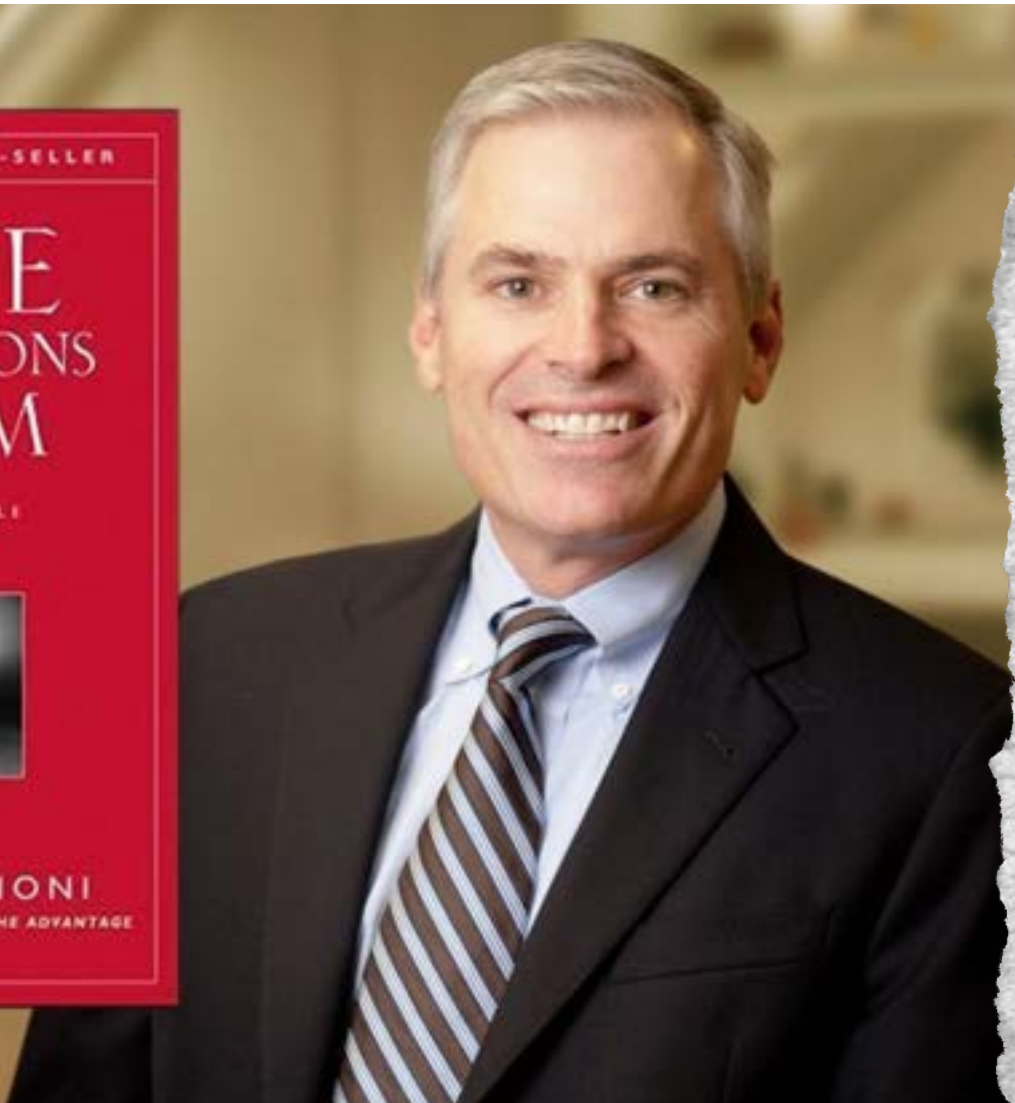
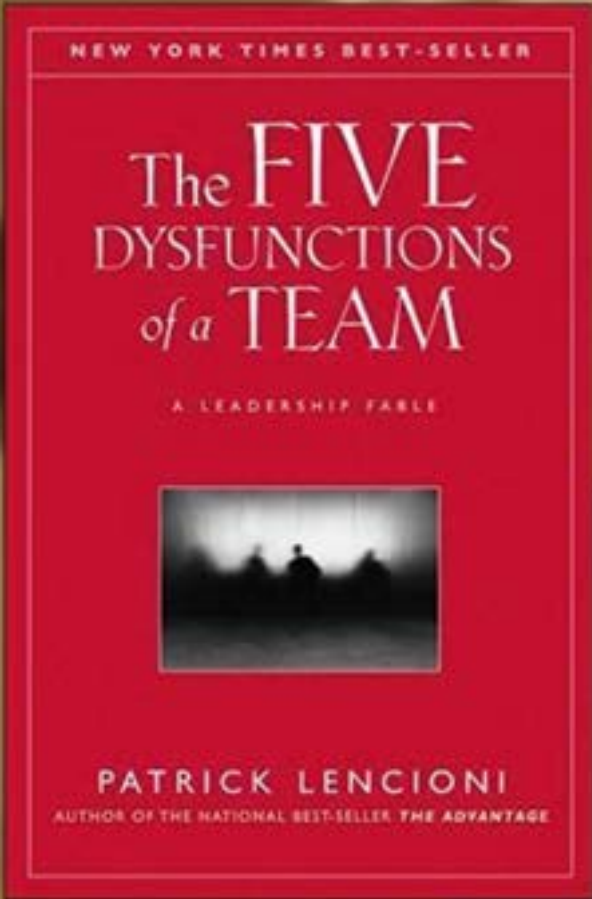
#1 New York Times bestselling author

**BRENÉ BROWN**  
PhD, USC

The Quest for True Belonging  
and the Courage to Stand Alone

# **BRAVING THE WILDERNESS**

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#leadingpeople&self

# TRANSFORMING CONFLICT

## HABIT

If colleagues have conflicting ideas, then I will say, “although this feels uncomfortable, let’s lean in until we thoroughly grasp each other’s positions.”

"Because we've always done it that way."


**PROGRESS**

**STATUS QUO**

# EVOLVE STATUS QUO

## HABIT

If someone says, “because we’ve always done it that way,” then I will ask, “how can we do this even better?”



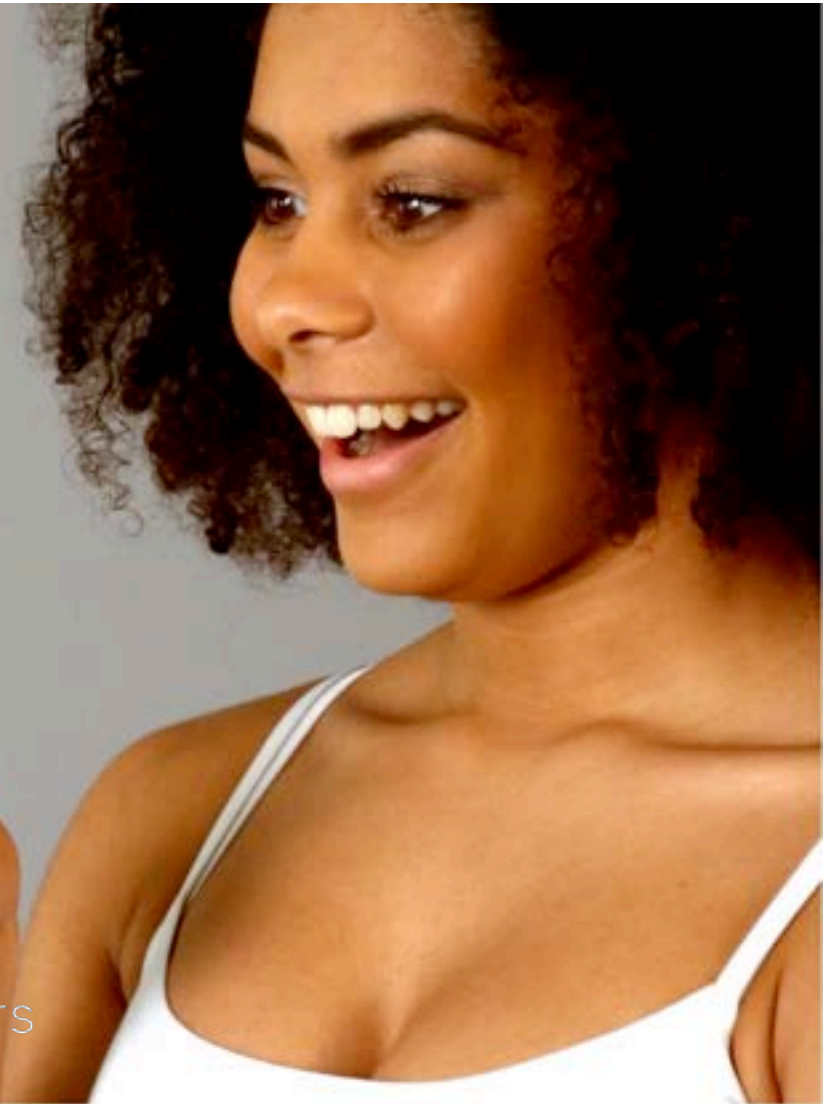
**SOCIAL  
CIRCLES  
SHAPE OUR  
PERSPECTIVE**

# POP YOUR BUBBLE

“We now live in a giant feedback loop, hearing our own thoughts about what’s right and wrong bounced back to us by the television shows we watch, the newspapers and books we read, blogs we visit, the sermons we hear, and the neighborhoods we live in.”

Bill Bishop  
Author of The Big Sort

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<https://vimeo.com/472731969>

# INTELLECTUAL HUMILITY

#leadingpeople&self

# HABIT



“If the majority of my social circle looks and thinks similarly, then I will accept that I may have blind spots to the experience of others.”

# The 7 Simple Habits of Inclusive Leaders

## SUMMARY



Business  
Collaboration  
Mindset  
Values  
Decisions  
Empathy  
Leading People & Self



# Ask Me Anything



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## THE 7 SIMPLE HABITS OF INCLUSIVE LEADERS

*with*

**MELISSA MAJORS**

