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Featured Let's Talk

Let's Talk: How to create a truly inclusive culture

 Yajush Gupta
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So your company has hired a diverse workforce of people of various ages, ethnicities, genders, and religions. Finding and hiring people with such diverse backgrounds and characteristics is an accomplishment in itself.

Is this to say that you can cross diversity and inclusion (D&I) off your to-do list for creating a favourable and great workplace?

Maybe not. When it comes to D&I, diverse recruitment is only half the battle. D&I is only complete when a culture of respect and appreciation is established to support that diversity.

In this week's Let's Talk, we asked experts to share their perspectives on how businesses can foster an inclusive culture in the workplace.

Let's Talk.

Fabrice Chatain, People & Culture Manager at RMIT Online



"Inclusion in the workplace is essential to creating a collaborative and creative workplace. It is also critical to expanding the talent pool when many businesses struggle to hire. At [RMIT Online](#), we work to generate and maintain a culture of inclusivity.

"This starts with the hiring process. We are careful to avoid biases and make sure we're not overlooking candidates for any reason unrelated to the skills and abilities needed for the job in question. But having a diverse team doesn't guarantee you will have a diversity of thought and solutions, which are the outcomes you should be looking for.

"To ensure you have an inclusive and diverse culture, you need your leadership to embrace these values and practice them constantly. For example, one of the actions we take at RMIT Online is to have informal learning workshops that encourage collaboration between junior and senior staff and where all can share



Fireside chat with Mark Kelly, CEO @Global Surf Industries and Robert Pizzie, CEO @Easy Living Home Elevators.

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Fleur Heazlewood, Healthy high-performance expert at Blueberry Institute, and author of Resilience Recipes



“Psychological Safety is the foundation for an inclusive culture. Without inclusive strategies and policies like flexibility, diversity and equality won’t be enacted. Psychological safety is the ability for everyone at work to be able to show and employ their whole self without fear of negative consequences of self-image, status or career. In other words, it means that people feel both accepted and respected within their teams.

“It starts with a culture of trust where candour and vulnerability are welcomed. Where taking personal risk is encouraged, and discomfort associated with feeling vulnerable is normalised and supported. It is important to train both your leaders and their teams in the conversation and interpersonal skills to create a psychologically safe and inclusive environment.

“For leaders to learn how to encourage all voices to contribute and enable diverse perspectives to be respected. With structure and facilitation scaffolding for teams to practice discussing complex topics with multiple perspective-taking to co-create inclusive solutions for moving forward. We can’t assume a psychologically safe and inclusive culture; we need to create it.”

Charlie Dewitt, managing director, ANZSEA, UKG



“Creating a truly inclusive workplace is an ongoing process that continuously adapts to the needs of a diverse team. It also means recognising individual aspirations and motivations within and outside of work to ensure business leaders are optimising outcomes for all employees.

“There are four ways to build a more inclusive workforce:

- Promote a diversity-focused candidate experience from the beginning and throughout the employee’s journey. Reduce potential unconscious bias and give all qualified candidates a fair opportunity to be considered.
- Uncover what people need most to be happy and thrive in their unique journeys. Through comprehensive reporting, business leaders can ensure they’re respecting cultural differences, removing digital barriers, and empowering people with self-identification options.
- Analyse pay disparities and see where policies and procedures need to evolve to reflect changes in people’s needs.
- Create more accessible experiences, including using mobile applications to keep employees engaged and connected.”