

Inclusive leadership for success: Unlocking true potential

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Learning Objectives

- Outline the meaning of inclusive leadership
- Explain what inclusive leadership looks like
- Explore the qualities of an inclusive leader
- Outline the benefits of inclusive leadership
- Provide practical strategies for becoming a more inclusive leader.

A more diverse and complex world

Diversity of:

- Markets & customers
- Talent & skills, cultures
- Ideas & innovation
- Communications
- Technology

The workplace is constantly evolving to create a more dynamic and complex environment.

**‘The world is changing, and in turn what organisations need from leaders is changing’
CEO, Inspired Talent. (Jade Graham)**

Shift in leadership required

- Shift from traditional leadership to inclusive leadership approach
- Inclusive leadership now a critical and unique capability
- Applying a new lense and approach to leadership

Fundamentals of leadership principles still apply:

- Setting direction, strategic thinking and vision
- Influencing and empowerment
- Communication
- Adaptability and self-awareness

Inclusive leaders are the enablers of the benefits of ED&I which have already been proven in business.

Shift in leadership required



**From: Traditional
leadership**



**To: Inclusive
leadership**

What is an inclusive leader?

An inclusive leader is someone who is aware of their own biases and proactively seeks out and considers different perspectives to facilitate better decision-making and more effective collaboration.

Inclusive leaders encourage and celebrate different perspectives.

They commit to ensuring all team members:

- Are treated equally and feel a sense of belonging and value
- Work in a psychologically safe space where they can contribute
- Are supported to achieve their full potential



What is an inclusive leader?

A leader who adopts a person-centred approach to leadership that focuses on empowering and developing employees.

Creates an environment where every individual feels valued, heard, and empowered.

Think KPIs!

- **Keep People:**
- Informed
- Involved

Interested
Inspired



Qualities of an inclusive leader

Cultural intelligence

Attentive to other cultures and endeavours to understand them. Creates a working environment where all cultures belong, are valued and can contribute. Creates a psychologically safe environment.

Empathy

Understands and appreciates the perspectives and feelings of others. Takes the time to get to know people, step into their shoes to develop deep authentic connections and to foster a feeling of belonging and being valued.

Self-awareness

High level of awareness of own biases, preferences and blind-spots. Actively seeks out others perspectives, feedback and views. High level of EI.



Communication

Clear and effective communication style that resonates with a wide audience, motivating a team and driving collaboration, engagement and relationships. Listening skills essential.

Collaboration

Bring people, expertise and ideas together to achieve better results. Empowers others, pays attention to diversity of thought and psychological safety, and focuses on team cohesion and all voices being heard.

Commitment and courage

Be a role model and set the tone. Challenge the status quo, promote the value of Inclusive leadership. Have the courage to advocate. Include into KPIs. Actively seek out diverse voices.

INCLUSIVE LEADERSHIP

EMPOWER

LISTEN

REFLECT

BE AUTHENTIC



MOTIVATE

HAVE EMPATHY

TRUST

COLLABORATE

Benefits of inclusive leadership



Improved workplace relations, communication and collaboration



Increased levels of trust, openness and transparency



Higher staff engagement levels



Better decision making and problem solving



Increased innovation and creativity



Easier to retain and attract talent



Inclusive leaders ultimately significantly enhance employee engagement and performance, as well as overall business results.

Benefits of inclusive leadership

Impact of diversity on team performance

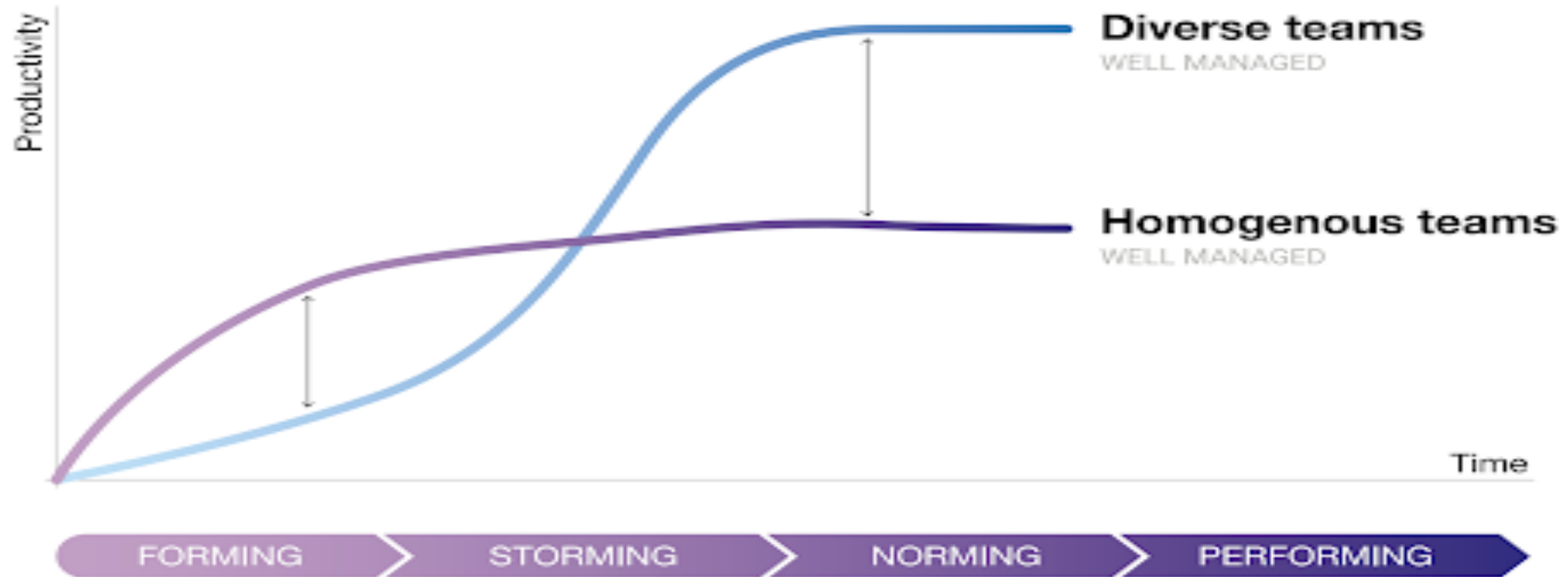


Figure 1: Impact of diversity on team performance
Source: Korn Ferry Institute, 2019

Benefits of inclusive leadership

FIGURE 4 | Inclusive leadership and team performance



Source: Based on Deloitte Australia's analysis of 105 leaders as assessed by 600 raters against the six signature traits of inclusive leadership and perceived performance outcomes.

Benefits of inclusive leadership

70% more likely to capture new markets - CECIP

19% more likely to see innovation revenue - Boston Consulting

87% more likely to make better decisions - Korn Ferry Research

Inclusive leaders underpin competitive advantage.

Becoming a more inclusive leader

Improve your self-awareness and challenge your biases and those of others. Seek feedback and a mentor.

Be approachable. Create space to truly listen and understand. Develop and show empathy.

Demonstrate commitment to ED&I, be accountable and courageous. Set shared goals and be a role model. Advocate on behalf of others.

1



2



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4



5

Foster a growth mindset in yourself and others. Encourage learning. Be curious, ask questions, be open to constantly learning. Set stretch goals.

Invest time in creating meaningful connections based on authenticity. Create and celebrate diverse teams.

Overview

- Being an inclusive leader will help you and your organisation thrive in an increasingly diverse and complex world.
- Inclusive leadership is now a critical and unique capability.
- A better understanding of inclusive leadership and the benefits will spur you on and provide you with some next steps.
- It is not always easy and takes commitment
- It is never-ending journey that can take you to new heights while improving your personal and work relationships.

“ Inclusive leadership is not a destination. It’s a journey that requires humility, curiosity and courage.”

Thais Compoint

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