10 TIPS FOR
BE INCLUSIVE IN THE WORKPLACE

Vademecum of inclusive behaviors in Feralpi
emerged from the First Meeting of the GDL "D&I" - July 9, 2021

1. Showing respect, through behavior and use of language

- To remember that we are people before we are the 'characteristic' that sets us apart (e.g., it is better to say "is a person with a disability" than "is disabled")

- Remember that within each work group, even at the local level, there are numerous diversities (of gender, age, nationality/ethnicity, geographic origin, educational and professional backgrounds, different cognitive skills and abilities, experiences, interests, etc.): some are immediately visible, others need to be discovered

- Be careful about the language used with colleagues (and possibly apologize for inattention) so as not to create unpleasant situations, unintentionally

2. Being welcoming

- In the small moments of everyday life, try to be open to the other and make them comfortable

- Find new solutions to change business processes and make them more inclusive

3. Using emotional intelligence

- Listening to oneself and listening to others

- Understanding one's own emotions and recognizing those of others, treasuring them

- Sharing one's personal self where there are misunderstandings

4. Creating moments and places for sharing

- Take advantage of break times to talk to people outside of your team

- Use sharing technology applications to collaborate more easily and be open to collaborative work methodologies (Google Workspace)

- Create moments of feedback and discussion vertically and horizontally: with one's managers, with one's co-workers and colleagues, but also with one's customers and suppliers

5. Increasing awareness about one's own biases

- Everyone (people and organizations) has their own biases, it is inevitable. Recognizing them is the only way to 'suspend' them.

- We need to be aware of them because in the workplace a bias can preclude important developments and opportunities

6. Get informed and educated

- Systematically collect and analyze "numbers," data and perceptions on the topic of "diversity & inclusion"

- Develop specific skills on D&I and continue training on the topic

- Embrace the personal and professional experience of colleagues

7. Ensuring freedom of expression

- Do not denigrate or belittle the ideas of others

- Value the contributions of colleagues, managers and co-workers

- Embrace the experience of colleagues so that everyone feels free to put their professional and personal skills at the service of the team and the company

8. Embracing change with listening

- Listening to suggestions coming from colleagues and collaborators

- Asking questions

- Suspend judgment, remain open and question yourself

- Even of what is perceived as distant, try to understand the positive as well as the negative aspects

9. Using humor

- Use a few jokes to break the ice

- Make irony about yourself

- Remember that irony is influenced by the "culture of origin," consequently it may be misunderstood: better to understand the irony of the person with whom we relate

10. Being humble and apologizing

- There is always something to learn, from everyone. Try it!

- Don't think that your seniority is necessarily a guarantee of success

- Don't think that being young or newly arrived is synonymous with innovation and future vision

An inclusive work environment is one where everyone feels free to express themselves, and where everyone can continue to grow, train, and apply their skills to achieve the goals of their team and organization.
An inclusive work environment is where you want to stay.