

Action plan



Creating an inclusive work environment

Workplace barriers arise when the environment doesn't feel inclusive. Poor communication, broken processes and a lack of trust all contribute to an "us vs them" mentality which can be hard to break. But while an inclusive workplace won't happen overnight, there are simple steps you can take today to demonstrate to employees that you understand the value of inclusivity.

- **Effort:** High
- **Impact:** High

Actions:

Recognise that listening to employees is important, whether it's figuring out when something is wrong, collecting feedback or seeking their advice.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Change starts with your mindset, so spend time thinking about how listening to employees could improve things before you take action.

Share a survey with employees to get feedback on workplace barriers, offering an incentive to highlight its importance and increase the response rate.

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Asking employees for feedback opens up a channel of communication. A survey is a useful tool because it's easier to be honest in written responses, particularly if it's anonymous, rather than face to face.

Once you've collected survey responses, hold a meeting with employees to run through important points that have been raised and explain how you'll address them.

- **Impact:** High
- **Suggested duration:** 10 days
- **Why this will help:** Your staff have spent time sharing their thoughts, so make sure it isn't wasted. Demonstrate that you're listening to what they have to say and are prepared to take action.

Action plan



Review relevant business processes and the way people communicate to determine where improvements can be made.

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** A broken communication stream between employees and management is often the culprit when an “us vs them” sentiment starts to build.

Start making changes, regularly asking for feedback and listening to employees to help create an inclusive work environment.

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Regular employee feedback will ensure that barriers within your control are recognised, managed and dealt with effectively.

How will I know if my action plan is working?

Way to measure success

Staff satisfaction survey results

Why this metric?

Whether gathered anonymously or not, staff satisfaction surveys help gauge the sentiment of your people as changes are made and impacts felt.

How do I start tracking?

Use an online survey to get feedback from members of staff three and six months after making changes to see what impact it has had.