

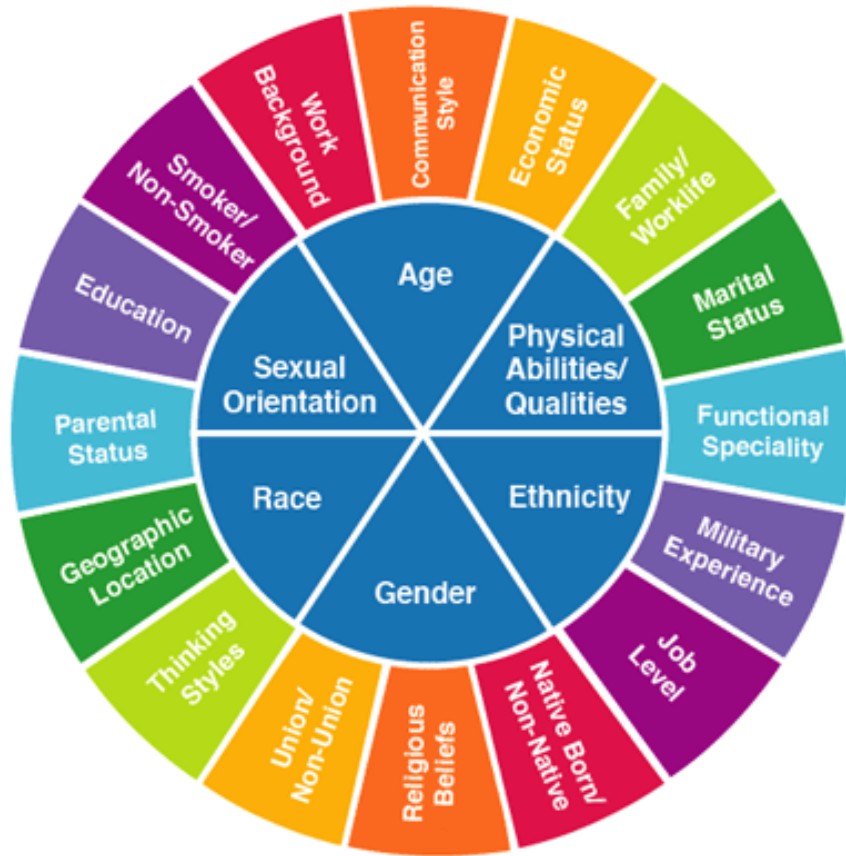


CIVILITY: Shaping the next 365



Jenn Graham
Founder & CEO of Inclusivv

The workplace is becoming more ***diverse*** ***everyday***...



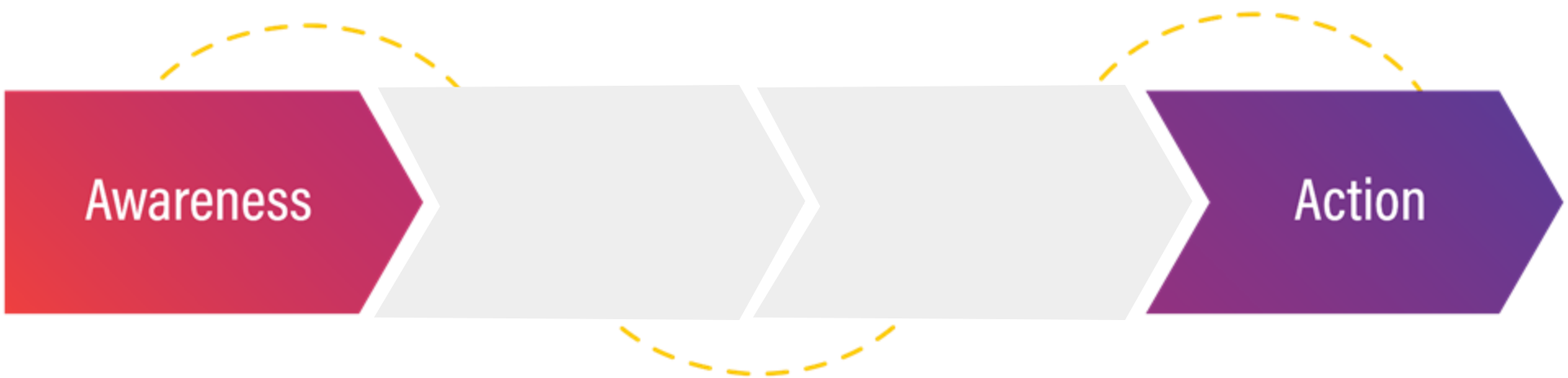
How are you
building a **sense
of belonging?**



We cannot mandate our way to ***culture change.***



Traditional one-way communication is missing 2 things





Requires
Dialogue

(Listening to multiple perspectives)



Awareness

Understanding

Commitment

Action

Requires
Self-Reflection
(Self empowerment)

What fosters
belonging and
inclusion is
***peer-to-peer
dialogue.***



Monologue



Dialogue

One-to-many broadcast

- One perspective shared
- Creates a shared vocabulary
- Feels impersonal and hierarchical
- Focuses on facts, process, concepts
- Not very memorable / low retention
- Results in limited behavior change

Multi-faceted interaction

- Multiple perspectives shared
- Fosters deeper understanding
- Feels like real human connection
- Focuses on personal storytelling
- Highly memorable and engaging
- Results in greater behavior change

Peer-to-peer conversations drive real and lasting impact

#1

Learning

83% of employees say they learn best by talking with their colleagues.

Source: Deloitte, 2016

#2

Performance

Organizations with peer-to-peer learning programs saw a **30% improvement** in employee performance.

Source: McKinsey & Company

#3

Leadership

Peer-to-peer learning programs were **25% more effective** at improving leadership competencies than training.

Source: Harvard Business

Peer-to-peer conversations drive real and lasting impact

#4

Behavior Change

Conversations lead to **10x greater** behavior change compared to traditional training.

Source: Livingston, 2021

#5

Adaptability

58% more adaptable employees are the result of peer-to-peer learning.

Source: Baker & Sinkula, 2016

#6

Connections

48% more connected employees when they engage in peer-to-peer dialogue.

Source: LinkedIn Learning, 2019

Data from over 3,600 Inclusivv conversations

Your opinion matters

After attending this conversation, how much do you agree with the following statements on a scale of 1 - Strongly Disagree to 5 - Strongly Agree?

1. I felt my voice was heard and valued	1	2	3	4	5
2. I feel a greater sense of empathy with others	1	2	3	4	5
3. I now have a deeper understanding of this topic	1	2	3	4	5
4. I feel more committed to take action on this topic	1	2	3	4	5

What's one idea, key takeaway or action you plan to take as a result of this conversation?


Next

95%
participants feel
their **voice is**
heard and valued

90%
participants feel
more connected to
each other

90%
participants feel
they **learned**
something new

93%
participants feel
more committed
to taking action



Create
“brave spaces”
for conversation
and connection



Our proven model provides a structured conversation that allows every voice to be heard, virtually or in person.



Conversation
Host



Small Group
Gathering



Structured
Conversation



Equal Time
to Share



Shared
Experience



1. Determine where and when to host peer-to-peer dialogue



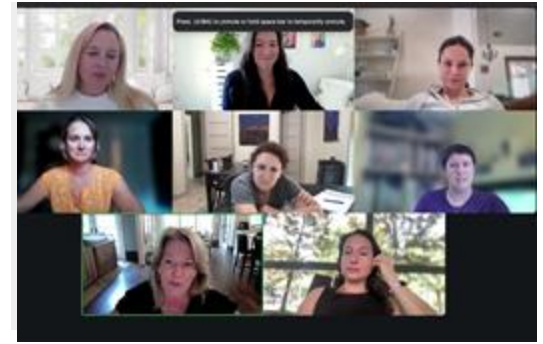
Summits

When leaders are already gathering in person around tables such as summits, conferences or chapter meetings



Lunch & Learns

Host a breakfast, lunch or dinner and make it a team bonding experience, as food helps people feel safe and nourished.



Team Meetings

Choose a month and encourage all managers to lead a conversation with their team.

Summits are powerful and likely already using tabled seating



Summits are powerful and likely already using tabled seating



2. Select the topic and build the learning journey

1

Inspiration

Curated content provides perspective and context

 Read

 Watch

 Listen

2

Conversation

Structured conversation creates space for storytelling

 Story of Self

 Story of Us

 Story of Now

3

Action

Opportunities to connect, reflect, and take action

 Actions

 Reflections

 Resources

Align the chosen topics with your company values



Break Bias 

- Challenge assumptions
- Decide deliberately
- Do what's right, not what's easy

Cultivate Belonging 

- Model authenticity
- Find common ground
- Support each other

Respect Every Voice 

- Listen to understand
- Seek diverse perspectives
- Advocate for others



 **UNCONSCIOUS BIAS**

This is a conversation about bias in the workplace and about some of the things we can do, as organizations and as individuals, to help counteract harmful bias.

 **BELONGING**

A conversation about belonging and creating a culture where everyone can bring their whole selves to work.

 **PSYCHOLOGICAL SAFETY**

A conversation about psychological safety in the workplace, why we need it and how we create it.

Three topics from the Inclusivv conversation library fit perfectly.



3. Design the participant experience to be fully participatory

1

Curated Content

2

Peer-to-Peer Dialogue

3

Insights and Actions

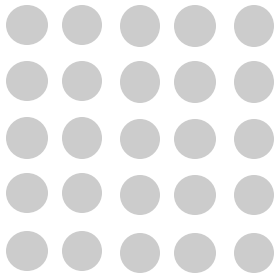


Design the facilitator experience to be leadership development

1

Select Facilitators

Select leaders to go through facilitation training.



2

Conversation Host Kits for Facilitators

Provide each facilitator with a digital host kit and in-person host materials.



Conversation Host



Small Group Gathering



Structured Conversation



Equal Time to Share



Shared Experience

3

Capture insights and actions

Bring facilitators together each quarter to synthesize findings, review feedback and create meaningful action plans.



Build content that incorporates mini-trainings and conversation

**Essential Skills
for Civil
Conversations**



**Building
Trust**

**Creating
Psychological
Safety**



**Psychological
Safety**

**Managing
Emotions with
Empathy**



**Caring
Culture**

**Turning
Conflict into
Opportunity**



**Common
Ground**

4. Choose a cadence that works for your organization

March



The Voice of Women

April



Inclusive Culture

May



Asian Heritage

June



Celebrating Pride

July



Trust

August



Psychological Safety

September



Latinx Heritage

October



Disability

November



Caring Culture

December



Housing Equity

January



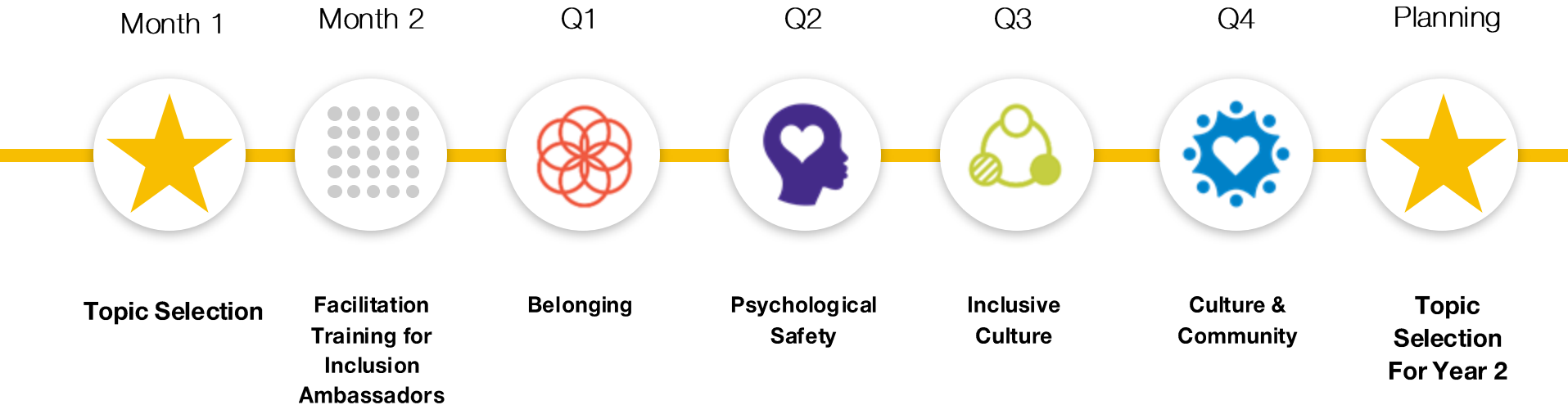
Belonging

February

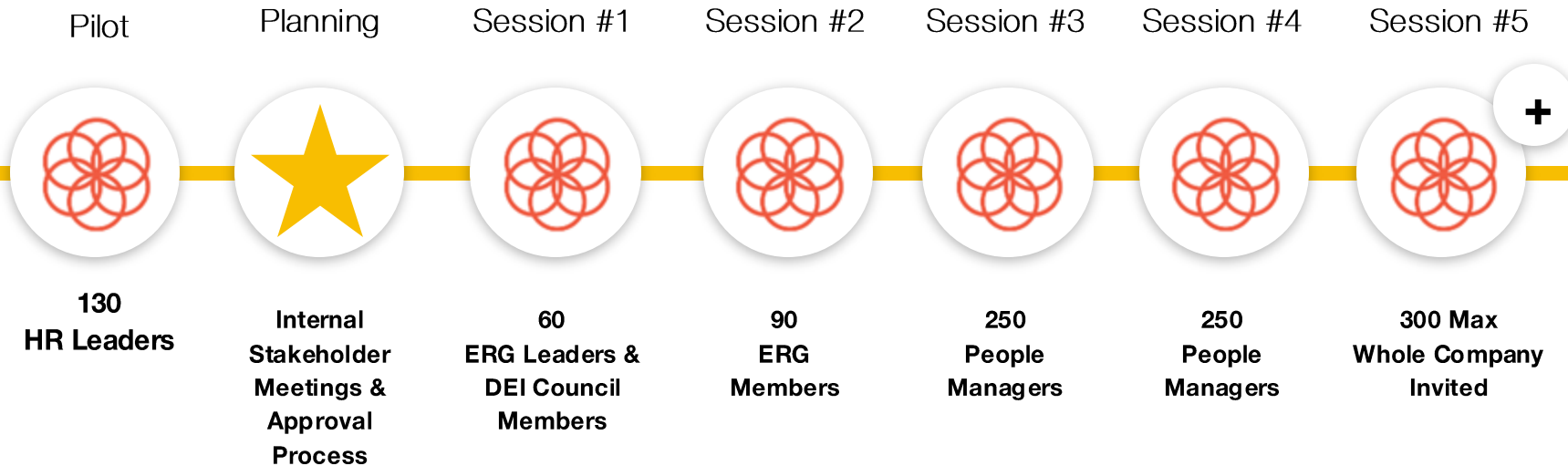


Black Heritage

4. Choose a cadence that works for your organization



5. Decide who to invite as participants and segment them



6. Track Feedback and Measure Engagement Metrics

 Online Event
Conversation Feedback
January 31, 2024



BELONGING

A conversation about belonging and creating a culture where everyone can bring their whole selves to work.

Feedback Summary HR | 2024-01-31 | Belonging

Average Recommendation	Total Conversations Held	Total Attendees	Feedback-Providing Feedback
9.1 / 10	1	92	33%
Part that you were most satisfied with	Part that you were most satisfied with	Part that you were most satisfied with	Part that you were most satisfied with
93%	90%	90%	93%


Belonging Feedback
January 31, 2024

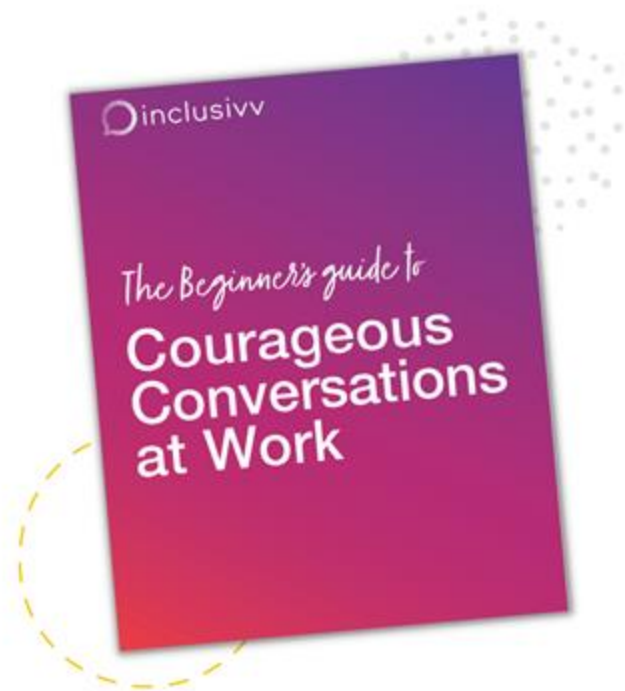
How likely are you to recommend this experience? Any comments you'd like to share?

- Getting to know others more deeply and our diverse backgrounds.
- Was very meaningful.
- This was just an amazing experience. It was so great to be able to be vulnerable and share with the leaders of my department.
- This took "work" out of work and allowed us to be humans connecting and seeing one another. It feels like small threads have been pulled here and my hope is that that thread continues to be pulled to unravel the culture here and rebuild it stronger.
- The human condition is palpable.
- It allows a space to be vulnerable and be human within the workplace
- Small groups of engagement to learn more about members of my department
- I think this was good- I think it was a good opportunity to be together and to learn from each other. Curious how this would work with a team that is not as willing to be vulnerable and open
- This was really helpful in connecting with my colleagues.
- small, mixed groups allowed for nice conversation and sharing
- Good opportunity to connect outside work discussions and think about our own behaviors that may/may not foster belonging
- The safety to be vulnerable and get outside myself to help foster belonging for myself and others.
- Opportunity to get to know people in HR that I wouldn't have otherwise and talk with them about things other than work and/or "surface" topics.
- Sharing personal experiences brings us closer.
- It was well lead and the questions allowed for easy conversation and deep thoughts. My only critique is I think it would have been great to mix up the groups each time so you had the chance to interact with more people.
- the questions asked were very thought provoking and challenged everyone to think deeper than the surface
- We got to get to know our coworkers without any other expectations. Not trying to solve a problem, or give feedback. I liked that I got to know people outside of my area, that was the best part.
- We were able to interact with each other openly and honestly about work or personal experiences without worrying about being judged. However I also feel it was a different type of activity that wasn't checking off the boxes.
- It was a great experience. I'm thankful to be able to witness another side of my co-workers and it felt like a genuine human experience.
- For me it was great to be in a small group and team about my colleagues (I'm not as participatory in large groups)
- This was a great experience with others and getting to know the other persons perspective. I enjoyed hearing others opinions and their side of the stories.


Belonging Feedback
January 31, 2024

Any other comments you'd like to share?

- continue to try to foster belonging within HR at BCH.
- Keep doing the positive thing in being inclusive
- One action plan is to implement some of this into meetings with my team on a regular basis
- Talking with others brings along a great sense of belonging
- Learning more about the other groups within the department makes connections to strengthen the department
- Taking action and reaching out to others to open the door for connections and conversations.
- Hoping to repeat this exercise within our team.
- Make a point to say hi to people I don't know when in the office.
- To talk to more people outside of my inner work circle
- I think that these kind of conversations work with a group that is willing to do the work. Not every team will be ready. I also think that an hour session does not give someone a greater sense of empathy- I think I already have a strong sense of empathy- and this experience confirmed what I already do- that was not an option as an answer.
- Make the time together count.
- Taking time in my schedule every week to talk to each and every colleague about something in their personal lives.
- Start with myself and treat others the way I want to be treated.
- Schedule small group check-ins with my teams and encourage two-way communication, including non-work topics if they are open to that.
- how can I impact my own actions to ensure I don't have people feel "othered"
- I was surprised by some of the chat comments, I always thought some of this was because of me being a shy person but realize some of the extroverts feel more needs to be done as well. I think a key takeaway is that as HR we need to make an effort on individual levels too to get to know each other and invite people to coffee, lunch, or check in with each other
- it's Human Nature to want to belong, but not all humans have the same nature. Some are more open than others while others take a bit longer to open up.
- Treat others how you want to be treated. Check yourself to make sure your having empathy and a helpful attitude towards others.
- That we need to connect and communicate in a more thoughtful way. HR always works very hard, there's a LOT happening, which makes it hard to justify taking the time, even for something like this and I am happy our leaders encouraged us to attend.



FREE DOWNLOAD

The Beginner's Guide to Courageous Conversations

Building truly inclusive workplaces requires us to come together for conversations that matter. Learn the essentials for how to create belonging through shared dialogue.

[Download The Beginner's Guide](#)



Question 1:

What has been your experience with peer-to-peer dialogue?

And what's something you would like to incorporate moving forward?

Question 2:

If you could wave a magic wand for 2025,
and build your dream curriculum,
what topics would resonate with you
and the needs of your organization?

YOUR
VOICE
MATTERS

BE BRAVE
enough
TO START A
CONVERSATION
that matters



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Want to bring civil
conversations to your
workplace?

SCAN TO LEARN MORE



www.inclusivv.co



THANK YOU!



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