



20 SHADES OF INCLUSION

CTR FACTOR – TRAINING & DEVELOPMENT

We hear a lot about inclusion, and how it is critical to harness the power of diversity. We know that diversity is being invited to the dance, and inclusion is being asked to dance. We realize that diversity is what we see, and inclusion is how we feel. We understand that diversity may be about counting heads, but inclusion is about making the heads count. We say to each other that diversity is the mix, and inclusion is making the mix work. Yet, when people are asked exactly what inclusion is, how we know it exists, and what forms it takes, many are hard-pressed to answer. The reality is that inclusion is a nuanced concept. It comes in various forms, and people prefer to be included in different ways, depending upon whether they are extrinsically or intrinsically driven. This session examines the 5 extrinsic and 5 intrinsic needs of employees, the 20 forms of inclusion that can meet those needs, and the impact of inclusion on engagement.

LEARNING ELEMENTS:

1. Understand the 5 extrinsic and 5 intrinsic needs that employees have and assess our individual profile on those needs.
2. Understand the 20 different forms of inclusion that can help us meet those needs, and assess our organization on those types of inclusion.
3. Estimate our engagement level based upon how well we perceive the organization does on the forms of inclusion needed to meet our specific needs.

