

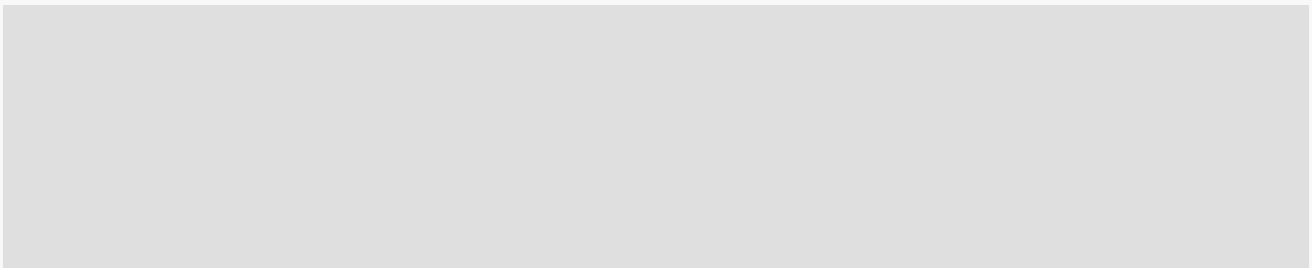
# Inclusive Communication Action Plan

Welcome to your journey towards more inclusive communication! This workbook is designed to help you apply the principles of inclusive communication in your daily interactions. Use each section to set goals, reflect on your current practices, and plan actionable steps for improvement.

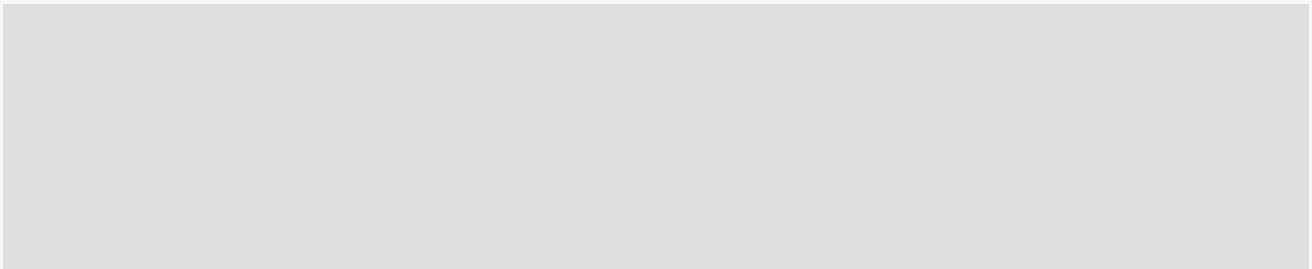
## **YOUR COMMUNICATION GOALS**

The first step to improving inclusive communication skills is to set clear and personalized objectives. Take some time to think about which aspects of communication you would like to improve and how these changes can positively impact your interactions. In the following sections, please describe three specific areas of inclusive communication you would like to work on in the next few months.

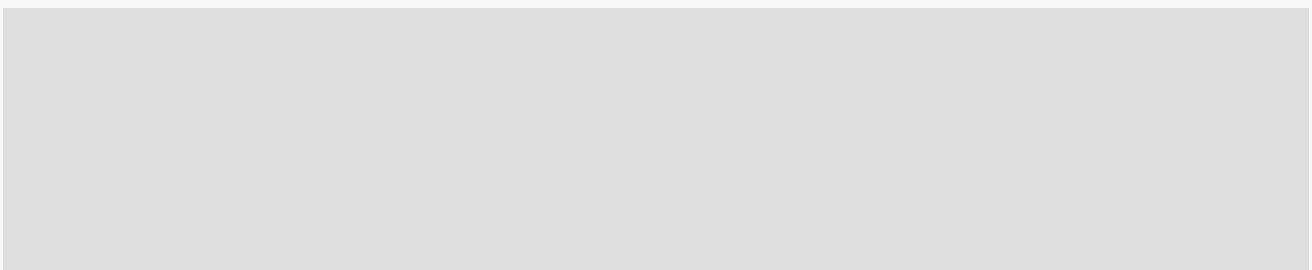
### **First Communication Goal**



### **Second Communication Goal**



### **Third Communication Goal**



# Self-Assessment

This self-assessment is structured to provide a clear reflection of your current inclusive communication practices. By honestly answering each question, you'll gain insights into your strengths and areas needing attention.

Please indicate how strongly you agree with the following statements.

	Strongly Disagree	Somewhat Disagree	Slightly Agree	Agree	Strongly Agree
• I am aware and considerate of different communication styles and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I try to understand my colleagues' viewpoints and responses during our interactions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I avoid making assumptions based on stereotypes or general characteristics in professional contexts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I am open to receiving feedback about my communication style.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I actively try to ensure inclusivity in group discussions and meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how often you engage in the following behaviors.

	Never	Rarely	Sometimes	Often	Always
• I adjust my communication tone to suit the situation or the person I am interacting with?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I use people-first language in my communications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I practice active listening in my conversations and strive to understand the speaker's perspective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• I am aware of and responsive to non-verbal cues in communication.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Action Steps

Please reflect on your communication goals and the areas for improvement you've identified in your self-assessment. What are the key changes you can make to communicate more inclusively? Each step should lead to tangible improvements in how you and your team communicate. Make sure they are clear, trackable, and aligned with your goals.

## Examples of Action Steps

- Use gender-inclusive language such as “they” instead of “he/she” in all written communications.
- Include a check for cultural holidays when planning team events to ensure attendance does not infringe on cultural obligations.
- Commit to asking open-ended questions in meetings to encourage active participation.

## Guidance for Creating and Using Action Steps

**Be specific:** General goals are harder to track than concrete actions.

**Make it measurable:** Include how often or in what context the action will occur.

**Ensure it is achievable:** Set realistic steps for your workload and capabilities.

**Be relevant:** Actions should directly relate to improving inclusivity in communication.

**Set Reminders:** Write down these steps and post them where you can see them regularly as a reminder of your commitment to inclusive communication.

**Revisit and Adjust:** Your action plan is a living document. Revisit and adjust your steps as needed to improve your communication style continually.

# Implementation Plan

Choose and take actions that blend seamlessly into your current routine, ensuring they enhance rather than disrupt your workflow. Identify the most immediate and straightforward actions that do not disrupt your current workflow but enrich it with inclusivity.

## Realistic Examples

- When drafting emails, I will start by reviewing the recipient list to ensure I use titles and names that align with each individual's preferences.
- I will mark one day each week to re-read my sent emails and evaluate my language use, looking for patterns or habits that could be improved.

## Integrating Inclusive Practices

- Instead of adding new tasks, modify existing ones. For example, in your existing meeting prep, add a step to consider if the meeting time accommodates different time zones.
- Use inclusive language in casual communications, like chat messages, as practice for more formal interactions.
- Incorporate inclusion into your routine tasks. If you're a manager who approves time-off requests, take a moment to recognize and respect the cultural or personal significance behind the requested days.
- For team leaders, during project kick-off meetings, ask each member to express one goal for their personal development regarding communication or collaboration.

## Measuring Success Incrementally

Track your progress through simple, weekly check-ins with yourself or a trusted colleague. Did your attempts at inclusive communication this week lead to more engaged conversations? Did you notice any change in the team's dynamics?

# Reflection and Impact Analysis

Use these reflections as milestones to celebrate progress and to recalibrate your course towards even more effective communication.

## Guidelines

1. At the end of each month, take a moment to reflect on the specific ways your communication has changed. Write down any noticeable improvements in connecting with colleagues and any ongoing challenges you face.
- Every three months, review the changes in your team's atmosphere and the dynamics of your workplace. Consider the role your communication has played in these changes and note down the positive impacts and any areas for further growth.
  - Gather feedback from your peers and supervisors occasionally to get an external perspective on the effectiveness of your communication strategies.

## Ongoing Assessment Instructions

**Revisit the self-assessment questionnaire every three months** to self-evaluate your progress. This will help you see where you've improved and what areas need attention.

**Keep several blank copies of the self-assessment** with your plan. Set calendar reminders for yourself to retake the assessment, ensuring consistent self-evaluation and adaptation of your communication practices.

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