

INCLUSION GUIDELINES: **INDIVIDUALS**

Inclusion is not an attitude, it is the deliberate act of including.

The Red Cross strives to create a culturally competent organization. One aspect of organizational cultural competency is having an inclusive work environment. We all need to be intentional about creating an inclusive work environment by ensuring that we are demonstrating inclusive behaviors.

Communication

- Greet people, say hello, and say good morning in a friendly, authentic manner.
- Listen carefully and do your best to understand what people are saying.
- Be patient and ask questions to improve understanding.
- Use a disagreement as a catalyst for learning. Find out more about the other viewpoint.
- Be an open, accessible communicator.

Action

- Engage in a conversation with someone very different from yourself. Get to know them as an individual.
- Find common ground with someone who is very different from yourself.
- Experience individuals, not group. Everyone is a unique individual, not a stereotype of a group.
- Make a commitment to yourself to be more inclusive. You are more likely to do something when you go through the act of saying it aloud, even to yourself.

