

## Promoting an Inclusive Workforce

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An inclusive workforce helps your company stay resilient against attacks and recover quickly after a crisis. The workforce today comprises employees of different ethnicities, nationalities, religious beliefs, and physical abilities. Hence, balancing workplace diversity and building a culture of inclusiveness where everyone feels valued and heard becomes increasingly important. Here are **5 steps you can take to create an inclusive work environment** and build a stronger team to overcome any crisis and challenges!

### 1. Train your leaders

Employees often take their cue from their bosses. However, not all leaders know what it means to be inclusive. Every level of the management team should be trained on topics such as:



- The dangers of unconscious bias, which occur when judgments are made about others based on gender, race, religion or other factors without realising they are doing it.
- Active listening and encourage different points of view when interacting with employees.
- Follow up any feedback on lack of inclusivity surfaced by employees.

### 2. Cultivate an inclusive mindset

Promote understanding by helping to overcome language, cultural and physical barriers. You can create an environment where everyone is able to relate to being part of the company.

Some suggestions are:



- Have key materials such as company policies, safety rules as well as other important information translated where possible and necessary. Use pictures and symbols on warning signs so that everyone can understand.
- Create team-bonding activities or platforms that allow employees to mingle and value one another as individuals. This helps improve communication, trust and collaboration skills. Some ideas are:
  - \* Memory Wall: Dedicate a space for team members to sketch or make notes about their shared memories while working on a project. The memory wall can stay up for the duration of a project or team activity, serving as a focal point of the team's camaraderie.
  - \* Office trivia: Create a list of trivia questions related to your workplace to break the ice and get people involved in an event that can easily be conducted in the office.
- Use the [OneWorkplace.sg Starter Kit](#) to foster workplace integration, to help your employees from different backgrounds work and interact well in your workplace.
- Consider providing facilities such as prayer/ meditation/ lactation room(s) with funding available under [work life strategies](#) or implement flexi work arrangements to cater to needs of employees.

### 3. Make it safe to share



Conduct regular town-hall style meetings as part of your communication strategy with employees. Create an environment where employees know that they can make requests, raise points and voice their concerns without judgment.

### 4. Address prejudice or stereotypes



Respond promptly and firmly to comments on prejudices or stereotypes. Constantly encourage employees to maintain a professional environment. They should treat co-workers with respect and not make personal judgments on ethnicity, gender, sexual orientation or disabilities, among others.

### 5. Implement inclusive hiring practices



Creating a diverse work environment starts with inclusive hiring practices. Do not allow candidates get passed over because of unconscious bias. Here are some ways to bias-proof your hiring process:

- Commit to promoting diversity. Employ a diverse set of interviewers. Post job listings where they will be accessed by a diverse group of job seekers.
- Assess job seekers based on skills, experience and abilities regardless of age, race, gender, religion, family responsibilities etc. Read more on [Fair Employment Practices](#).



*"...Being prepared is vital for us when mediating threats and for business recovery. This is why we are part of the SGSecure movement..." - Mr Alvin Low, Frasers Property SG*  
Read about Frasers Property Singapore's SGSecure plan [here](#).

Interested to learn how to identify threats and save lives? Head down to [MHA's SGSecure Roadshow](#) at Northpoint City this weekend (23-25 Aug 2019)!

SGSecure@Workplaces Bulletin

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