

QC63 Diversity and Equity for Workplace Wellbeing

Commented [LF1]: Reviewed by Leisa, added a version number and space between cells

Transcript 1: I'm just a normal guy

Vimeo link	https://vimeo.com/1157378212/ec4389d541
Rachel	So, it sounds like you're worried how things are going to go with the new project?
Ken	I mean, don't get me wrong, I've got a highly skilled team... But it's the feel of things. There seems to be lots of misunderstandings and at times it's leading to actual conflict. It's impacting our ability to get the work done.
Rachel	How so?
Ken	Well, conflict doesn't help and we've had quite a bit of staff turnover. Plus, our unplanned leave rates are much higher than other teams. Something's got to change, but I'm not even sure what the real issue is!
Rachel	I can see you're worried. If you had to guess, what do you think is going on?
Ken	It's like no one's on the same page. Some are pushy; some are avoidant. Some question every decision, then others want approval for every little thing even when it's within their scope. People stay silent in meetings, then complain afterwards even when they were asked for their opinion when the decision was being made! It's frustrating!
Rachel	Sounds like a mix of communication styles and values, which is common in large teams. It reminds me of when I joined the public service from the private sector. I came in fast-paced, risk-tolerant. But the public service is different - more consultative. I had to adjust my approach. And that makes me wonder - Have you thought about how your team's different backgrounds - cultural, social, even professional - might be shaping how they work?
Ken	(a bit defensive) Culture? Well, I mean yeah - we've got a pretty mixed bunch, but the problems aren't just with people from cultural backgrounds.
Rachel	Well we all have a cultural background Ken, not just people who look or sound different.
Ken	What do you mean? I don't have a cultural background, I'm just a normal guy! I treat everyone equally and expect everyone in the team to do the same.
Rachel	That's the thing Ken - we all have a cultural background. Even you! And I'm just wondering if you've ever considered how your own background and perspective might be influencing what you consider to be equal treatment?
Ken	What's that got to do with equal treatment though? Equal is equal!

Rachel	Well in the workplace it can mean that the way you approach things like communication, authority, teamwork, and even conflict resolution might not align with how other people view those same concepts. Treating everyone the same doesn't always lead to fair outcomes.
Rachel	If we want fairness, we need to understand where people are coming from - and where we're coming from too.
Ken	(looks puzzled)
Rachel	I've got a quick exercise that can help make sense of this. Want to give it a go?
Ken	Sure. I'm curious.

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