

QC63 Diversity and Equity for Workplace Wellbeing

Transcript 3: Diversity alone is not enough

Vimeo link	https://vimeo.com/1157378428/758a64b12f
Ken	So, that evidence you sent, about the benefits of diversity – I mean, it's compelling. But honestly, I'm not seeing that in my team. And I think, I'd say it's kind of the opposite at the moment.
Rachel	Sounds like you're facing some challenges. But given the diversity in your team, you could be sitting on some untapped potential.
Ken	I suppose so... But clearly it's not just as simple as just hiring a diverse team. I mean, something's missing.
Rachel	Well, you know your team better than me, if you had to take a guess, what would you say is missing?
Ken	There's no real cohesion. It's like we're not on the same page... sometimes like we're not even speaking the same language.
Rachel	Well not everyone in your team does speak English as their first language. Have you thought about what that might feel like?
Ken	Well no, that's not what I meant. And we all speak English at work. So... what's the problem?
Rachel	Well, could you imagine seeing it from their perspective? What might it be like to be in the minority?
Ken	So, you're saying my team needs to be more tolerant?
Rachel	Oh, now tolerance – that's a pretty low bar. I mean, tolerating someone is very different from including them. Can you think of a time perhaps where you've been merely tolerated?
Ken	Well yeah actually. I mean, I mean, I wouldn't say I was being bullied or harassed or anything, but it was pretty clear to me that I wasn't included.
Rachel	(nods)
Ken	You know in school, right, I was always the last one picked to be on the team.
Rachel	And what was that like for you?
Ken	Well, I still got to play, but I really was the odd one out.

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Rachel	Yes, I mean, that's pretty much the universal experience of being one of the few. If you're in the minority you're much more likely to be treated differently, to be overlooked, dismissed or even actively excluded.
Ken	Are you saying that's happening in my team?
Rachel	I'm just saying if everyone's being treated exactly the same, it might not be working for everyone. Look. It's a bit like buying everyone in your footy team size nine boots and then congratulating yourself that everyone in your team now has boots. Never mind that for many the boots are too big or too small! You see, for people to feel included they need to feel like their differences aren't just tolerated but they are welcomed, understood and valued.
Ken	And if people feel like their boots don't fit, like they don't fit, then they won't be able to contribute to the best of their abilities! I'm starting to understand how my 'one size fits all' approach mightn't be the best way...
Rachel	That's a good insight. Inclusion means recognising and valuing differences - not ignoring them. It's about asking, "What does each person need to thrive?"
Ken	Okay. So... where do I start?
Rachel	Hmm. I've got something that might help. Would you like to take a look?
Ken	Yeah, let's do it.
Rachel	Okay.

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