

QC63 Diversity and Equity for Workplace Wellbeing

Commented [LF1]: Leisa reviewed and added space between table cells

Transcript 6: A mindset for inclusion

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| Vimeo link | https://vimeo.com/1157378609/7ccc286cf0 |
| Rachel | Remember, we all have biases. The problem is when we're not aware of them and they can lead to unfair treatment, even if we don't mean to cause harm. |
| Ken | Well yeah, thinking about my own biases has been pretty eye opening. |
| Rachel | Mm-hmm. |
| Ken | I've always figured that because we've got really clear policies and even laws that things like bullying and discrimination weren't really an issue these days, especially not at work. But now I can see that there's these, these ingrained things and bias can be subtle, unspoken even and still do damage. |
| Rachel | Exactly, and people from minority groups will feel the impact of bias more often. That awareness is a powerful first step. |
| Ken | So, what do I actually do about it? Like, how do I get rid of these biases? |
| Rachel | Honestly, you probably can't get rid of them completely. I mean, they're called blind spots for a reason. Biases are built into us. It's in the systems that we work with. Remember, the goal here isn't perfection, it's awareness. Notice the bias and reduce the impact, right? |
| Ken | But, but what does that look like in practice? |
| Rachel | Well, it starts with reflection, Slow down, ask questions, listen with curiosity not assumptions. |
| Ken | You know, it's funny you say that, like, I was at the shops this weekend and I saw this guy absolutely covered in tattoos and like straightaway I made a bunch of pretty harsh snap judgements. Um, and then I thought of my mate Tyler. Like, he's tatted from head to toe, but he's the smartest, most gentle guy I know. I mean, he's an orthopaedic surgeon, alright. Well, he does go for the Blue's in State of Origin though, so maybe he's not that smart! |
| Rachel | Haha |
| Ken | But it just made me realise how quick I was to judge that guy. |
| Rachel | Well, that's exactly the kind of self-awareness we are talking about. Recalling someone who challenges stereotypes actually helps retrain your brain. And the more real life counterexamples we have, the less power those stereotypes hold. |

But, but what about my team? I mean, there's so many different identities and cultures you know, I can't possibly know and learn them all!

Well, you're right. But the good thing is, you don't have to memorise everyone's culture. You just have to get to know individuals. And any ideas on how you might do this?

Ask them?

Exactly right. I mean, you don't have to be an expert in everyone's culture and identity, And even if you were, it still wouldn't work because even people from similar groups won't be identical.

That'd be stereotyping, right?

Yes. And the best way to sidestep your assumptions is to be open and curious. It's called cultural humility. It's not about knowing everything, it's about being open to learning, being reflective, and staying curious.

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