

## QC63 Diversity and Equity for Workplace Wellbeing

Commented [LF1]: Leisa reviewed

### Transcript 7: There's no big secret

<b>Vimeo link</b>	<a href="https://vimeo.com/1157378711/e906fd71ac">https://vimeo.com/1157378711/e906fd71ac</a>
<b>Ken</b>	Okay so I'm convinced now that I need to get to know the people in my team better. As individuals. With no assumptions! And you've said the way to do that is to be curious. But when I think about actually doing that I feel really nervous
<b>Rachel</b>	Well, that perfectly understandable. You're trying something new and that takes courage. And as it happens, courage is actually one of the key traits of inclusive leaders.
<b>Ken</b>	Really?
<b>Rachel</b>	Mm-hmm. Absolutely! And you've already shown that you care about the psychological safety of your team. So, this is just the next step using those people skills to connect with them more deeply, maybe even in areas that you haven't explored before, beyond job roles, qualifications and performance.
<b>Ken</b>	But couldn't that be getting a bit personal, or, or intrusive? I mean, I don't want to offend anyone.
<b>Rachel</b>	Oh, that's a valid concern. We often talk about something called respectful curiosity. And to reassure you, people do genuinely appreciate someone showing a genuine interest in them and their experience and their perspectives. The key here is to be respectful and open. You're not asking anyone to share more than they're comfortable with, but you're showing them that if they do want to share, you are ready to listen and learn how best to support them.
<b>Ken</b>	Okay, Yeah, yeah. I can do that. I guess I just expected something more specific than 'get to know your team'. I mean, that just all seems a little well, obvious.
<b>Rachel</b>	I could see you've kind of been waiting for there to be some kind of dramatic reveal of a skill that you didn't already know about
<b>Ken</b>	Well yeah. Exactly. I mean, all this stuff about culture and identify has always felt a little bit out there to me, even a bit taboo. Its like that old rule, you know – never talk about religion or politics. I thought you had to be an expert to even go there.
<b>Rachel</b>	Oh no – none of us are experts. And that's actually part of it. Being humble and open to what you don't know yet.
<b>Ken</b>	Yeah, its hard though, to be straight up feeling confused or fearful, or not knowing something. I mean, as a leader I'm meant to be strong and in control you know?

<b>Rachel</b>	<p>Yeah, I felt the need to be the infallible leader too. Back when I first stepped into leadership, I thought I had to know all the answers and keep my guard up to be taken seriously, especially as a woman in a male dominated space. But the truth is, my trying to be always right didn't help my team.</p> <p>It wasn't until I admitted that I didn't know everything and started asking them for their ideas and being honest about my own shortcomings that things really started to shift. We started having real conversations, not just status updates and that honesty built trust, and that's when the team really started working well together.</p>
<b>Ken</b>	<p>Well, it seems ironic that vulnerability, that not knowing stuff and then owning up to it actually build connection and trust.</p>
<b>Rachel</b>	<p>And remember that is a core part of cultural humility, and there's no expectation to know everything, have all the answers, or get it right every time.</p>
<b>Ken</b>	<p>Yeah, knowing that, along with the little bit I've learned about culture so far, it doesn't feel that scary anymore. I guess as long as I have that humble mindset and pair it with the leadership and people skills I already have, then, then maybe things will start to shift.</p>
<b>Rachel</b>	<p>I am really impressed. It sounds like you are genuinely committed to making things more inclusive.</p>
<b>Ken</b>	<p>I am.</p>
<b>Rachel</b>	<p>Well commitment, that's another hallmark of inclusive leadership. I mean, do you want to hear about the rest?</p>
<b>Ken</b>	<p>Yeah, of course I do.</p>
<b>Rachel</b>	<p>Okay, let's have a look.</p>

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