

QC63 Diversity and Equity for Workplace Wellbeing

Commented [LF1]: Leisa reviewed, added space and version

Transcript 8: Little things

Vimeo link	https://vimeo.com/1157378810/9362860bf3
Ken	You've mentioned psychological safety a couple of times. I think I get it but, can you explain it a bit more?
Rachel	Sure. Its um, it's about feeling safe to speak up, whether that's sharing an idea, asking a question, or admitting to a mistake without the fear of judgement or punishment.
Ken	Oh, my director does that with our management team. Like, he often asks, you know, 'Is there anything I'm missing?'. And yeah, it really opens the room.
Rachel	Exactly. It also means knowing that disagreements will be handled respectfully and that mistakes are just treated as chance to learn, not shame or blame.
Ken	Right. I can see how that would make people more willing to contribute and work through problems together.
Rachel	Mm-hmm. Exactly. You can probably see already how psychological safety ties closely to inclusion. You see, when people feel accepted and respected for who they are, they are more likely to feel safe and do their best work. You can't really have one without the other.
Ken	You know, its funny you say that. Since I've been thinking more about inclusion, I've been wondering if everyone in my team does feel safe being themselves, and I've started noticing things every now and then that made me feel uncomfortable.
Rachel	Really? Can you give me an example?
Ken	Yeah, I mean, its little things mostly, like people making assumptions or jumping to conclusions. You know, questions of comments that just, just don't sit right. Like, it's not outright racism or homophobia or anything like that, you know. I don't think people even realise they're doing it a lot of the time. Its just that, that unconscious bias showing up, I suppose.
Rachel	I'm really glad you're noticing that, and you're right, those things might seem small, but the impact is real. They're called microaggressions.
Ken	Oh – that seems a bit much. I don't want to suggest that anyone is being aggressive, They're, they're just little things, like you said.
Rachel	Well, they might be subtle, but they <i>are</i> really harmful, just like you said: comments, jokes, or behaviours that people from minority or marginalised groups face all the time. Sometimes they even sound like positive comments: 'You speak English so well'. And often the person saying them doesn't even realise that they're being offensive. But these things all add up, and over time, they can add up to be as harmful as outright harassment, bullying or abuse.

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