

QC63 Diversity and Equity for Workplace Wellbeing

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

Transcript 9: If Ken can do it, anyone can

Vimeo Link	https://vimeo.com/1157378899/b6db7c2370
Dominic	Hey Ken! Just saw the latest divisional stats. Your unplanned leave rates are way down! That's a huge turnaround, nice work.
Ken	Oh yeah, thanks. It's been a bit of a journey really. Talking with Rachel really did help shift my thinking.
Dominic	Shifted thinking? Wow, I remember how sceptical you were about all that diversity stuff.
Ken	I mean, sure – I used to think it was just about ticking boxes, you know? And that I'd already ticked the box just by hiring diverse talent. But Rachel really got me thinking differently about what it really means to actually create an inclusive team.
Dominic	So what changed?
Ken	Honestly, I just started getting to know the team better, and I was listening more, making small accommodations. People really opened up once they felt safer. I realised some of them hadn't felt welcome or understood.
Dominic	Wow, that'd be hard to hear. Especially since I know you do care and you want everyone to do well.
Ken	Well yeah, it was. I mean, I'd been treating everyone the same and thinking that was fair, you know? But it wasn't working for everyone. When I stopped being so rigid, stopped assuming so much and started asking instead, that's when things really started to change.
Dominic	What else helped?
Ken	Admitting I didn't have all the answers. That was huge. I thought I had to act like I had it all together, but by being honest about my weak spots I actually made the team more comfortable.
Dominic	Really?
Ken	Really changed the whole vibe.
Dominic	I dunno? I'd be worried about looking kinda weak....
Ken	I mean me too, at first. But it actually built trust. People started contributing more, bouncing ideas around – it's like actual teamwork.

Dominic	Well that sounds like a much nicer place for you, and for them. So you reckon those changes made on impact on the numbers?
Ken	Oh, definitely. Morale's up. Engagement too. And yeah, you see that staring to show through the stats.
Dominic	I never realised such small changes could have such a major impact. So what now? There's no arguments and you're all just skipping off into the sunset, hand in hand?
Ken	I mean, I wouldn't say that. But I'd say that we have respectful debates now instead of arguments. We're all still learning though. I mean, we've done some education together about inclusion too. Because it's everyone's responsibility really, isn't it?
Dominic	So, inclusion isn't just a buzzword?
Ken	Not even close. I mean, sure, I used to think 'difference' was the problem. Now I think the problem was ignoring it. You know? By thinking 'I don't see colour' or 'we are all here to just do the work', it was dismissing people and their experiences.
Dominic	Wow! You're really getting into this now!
Ken	Well yeah, and we're having fun with it too! We celebrate cool cultural events, try new food - have you ever tried those little sweet Diwali dumplings? Gulab Jamun? Yeah! I mean, it's become part of making everyone feel they belong, and it's making the workplace a fun place to be. And I'm no expert - but I'm trying to stay curious.
Dominic	Look at you, quoting leadership theory now.
Ken	Don't get used to it.
Dominic	Well I was actually kind of wondering if you'd have time to talk me through it a bit more, because I'm serious about being a good manager and landing a permanent role at this level, and you know, if you can do it, anyone can.
Ken	Ha ha. Alright mate, is that any way to ask a favour?
Dominic	Thanks mate!

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