

Inclusive Management Tip Sheet

Goals

- Managers understand that everyone has their own preferences in how they communicate, learn, and work best.
- Different ways of thinking and working are embraced.
- Employees feel supported by their managers.

1. Assume good intentions

- Expect that your employees are capable of doing the job and are most likely doing their best.
- Don't jump to conclusions.
- If an employee is having trouble, assume that there's something getting in the way.

Examples

If an employee is...

- Late for work
- Missing deadlines
- Their work is not what you expected

There might be something getting in the way.

Conversation Starters

"I've noticed... is there anything I can do to support you?"

"Are there any tools or supports that might be helpful?"

"What kinds of things have helped with this in the past?"

2. Ask them how they work best

- Find out how your employees prefer to learn and work.
- Understand their strengths and challenges.
- Use their preferences when you make management decisions.

Examples

- Someone might work better on their own instead of in groups
- Someone might prefer written over verbal instructions

Conversation Starters

Have your employee fill out the ['How to Work with Me'](#) guide and set up time to discuss their answers.

3. Provide information in multiple formats

- Everyone processes information differently, but most people learn best when given information in multiple formats.
- Give directions in as many formats as possible.
- Providing multiple ways to get information or do work creates flexibility.

Examples

- Provide both written and verbal instructions
- Model the desired behavior – demonstrate how to do tasks
- Use a flow chart or other visual instructions that show how different tasks relate to each other

Conversation Starters

"I'll follow up on this conversation with an email outlining the steps we discussed and deadlines."

"We can go through the steps for this project together."

4. Make time for regular check-ins

- Having a consistent way of connecting is important in creating a trusting employee-manager relationship.
- Building rapport is essential to creating comfort.
- This can be a good time to check-in on deadlines, review priorities, and make adjustments as needed.

Examples

- Check-in for 30 minutes each week to make sure the employee is prepared for the week
- Dedicate the first 5 minutes of each check-in to genuine conversation

Conversation Starters

"How are you?"

"How did things go last week?"

"Is there anything I can do to support you this week?"

5. When possible, break tasks into sections

- Large projects can be overwhelming.
- If possible, assign work in pre-prioritized, manageable chunks.
- This can also be structured into a work plan which allows an employee to complete one task before beginning another.

Examples

- If a project has a lot of steps, break it down into smaller tasks with shorter deadlines
- Break complex or lengthy directions down into simplified steps using bullets or numbers

Conversation Starters

"This project has three steps, but I want you to only focus on the first step for now."

"After this meeting, I'll send an email with a prioritized list of tasks."

6. Use silence

- Talk less and give wait time.
- Provide time for employees to process the information and think.

Examples

- In meetings, read over the questions and then give time before people contribute
- Resist the urge to talk to fill silence

Conversation Starters

"I am going to pause and let everyone think."

"Feel free to follow up with any questions or thoughts later this week."