



# Four ways to be an inclusive manager

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From small teams to large, diversity matters. And the more complex the job, the more important it is to use different perspectives and skills. That means being an inclusive manager. Here are five ways you can accomplish that task:

- **Listen and learn.** It's easy to get caught up in your own way of doing things. But you can't be inclusive if you think you already know it all. Seek employee feedback. And listen to it — really listen. You might be surprised at what you learn.
- **Know how to handle conflict.** Believe it or not, an absence of conflict can be a sign of an unhealthy team. Why? Teams that lack trust don't express themselves. An inclusive manager will encourage members to speak up, even if it means disagreement. Conflict, if managed appropriately, can be an opportunity for growth.

- **Be a conductor, not the orchestra.** As a manager, you operate like a conductor — giving your team directions and encouragement. They make the best “music” when they play together. And it's up to you to know when to encourage a member to play a little louder or play a little softer.
- **Don't just “open your door”.** Many managers assume an open door policy will encourage employee input. That's a great place to start. But it puts the burden of communication on your staff. Talk to your staff about how they're doing, what's working and what needs improvement.

Effective teams can tackle complex problems. And inclusive managers create effective teams. Bringing diverse ideas to the table can help you find success.

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