

# THE LEADERSHIP OF INCLUSION



**GENTEX<sup>®</sup>**  
TRAINING CENTER



## Introduction

The Leadership of Inclusion Training Course prepares leaders to build teams where people contribute fully regardless of background, identity, or working pattern. Participants examine how unconscious bias, group norms, and everyday habits shape who speaks, who is heard, and who advances. The programme connects inclusive leadership behaviour with practical team systems and measurable culture change. As a result, learners gain a working method rather than a statement of values. Furthermore, the course strengthens psychological safety, equitable decision-making, and the accountability that makes inclusion durable.

## The Leadership of Inclusion Course Objectives

- Define inclusion, diversity, equity, and belonging and how they differ.
- Recognize unconscious bias and apply bias-mitigation techniques in decisions.
- Build psychological safety using Edmondson's framework and trust practices.
- Apply inclusive leadership behaviours across hiring, development, and promotion.
- Run equitable decision-making using structured criteria and diverse input.
- Design inclusive team processes for meetings, voice, and participation.
- Identify and remove barriers in job design, scheduling, and access.
- Measure inclusion with engagement surveys, inclusion indexes, and pay gap analysis.
- Use the GROW model and SBI feedback to coach across difference.
- Lead culture change with Kotter's eight steps and the ADKAR model.

## Course Methodology

- Interactive sessions built on workplace inclusion cases.
- Workshops on bias mitigation, psychological safety, and equitable decisions.
- Group exercises on inclusive meeting design and voice distribution.
- Hands-on practice with inclusion indexes, pay gap analysis, and structured criteria.

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- Simulation of a contested promotion decision and a cultural tension.
- Facilitator coaching and peer review on personal inclusion plans.

## Who Should Take This Course

- Senior managers, directors, and team leaders.
- HR, talent, and learning and development professionals.
- Diversity, equity, and inclusion programme leads.
- Functional leaders managing mixed or dispersed teams.
- Compliance and culture change professionals.
- Consultants advising on culture and organizational development.

## The Leadership of Inclusion Course Outlines

### Day 1: Understanding Inclusion, Diversity, and Equity

- Diversity, inclusion, equity, and belonging compared.
- The business and ethical case for inclusion.
- Types of diversity: visible, invisible, cognitive, and experiential.
- The leader's role in setting the tone.
- Personal identity, privilege, and self-awareness.
- Common myths and resistance patterns in organizations.
- Case discussion: a team that looked diverse but did not feel included.

### Day 2: Bias, Decision-Making, and Fairness

- Unconscious bias, affinity bias, and similarity attraction.
- Bias in hiring, appraisal, promotion, and task allocation.



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- Bias-mitigation techniques: structured criteria, blind review, diverse panels.
- Equitable decision-making with scoring matrices and clear evidence.
- Language, assumptions, and micro-messages.
- Fairness in flexible work, shifts, and access needs.
- Workshop: auditing a real decision for bias.

## Day 3: Psychological Safety and Inclusive Team Behaviour

- Psychological safety (Edmondson) and its four stages.
- Speaking up, dissent, and constructive challenge.
- Active listening and inclusive meeting design.
- Distributing airtime and inviting quieter voices.
- Handling exclusion, microaggressions, and everyday friction.
- Feedback across difference using the SBI model.
- Exercise: redesigning a team meeting for full participation.

## Day 4: Systems, Talent, and Measurable Inclusion

- Inclusive job design, job descriptions, and recruitment practice.
- Onboarding, development, and sponsorship for under-represented groups.
- Promotion criteria, succession, and talent review discipline.
- Flexibility, accessibility, and reasonable adjustment.
- Measuring inclusion: engagement surveys, inclusion index, pay gap analysis.
- Reporting, governance, and accountability for inclusion goals.
- Simulation: a contested promotion and pay review decision.





## Day 5: Inclusive Culture Change and Leadership Practice

- Diagnosing culture and reading inclusion signals.
- Leading culture change with Kotter's eight steps and the ADKAR model.
- Coaching across difference with the GROW model.
- Handling backlash, cynicism, and inclusion fatigue.
- Building allyship and inclusive leadership across levels.
- Personal inclusion development planning.
- Capstone: presenting an inclusion strategy for a real team.

## Conclusion

By successfully completing The Leadership of Inclusion, participants will gain a practical command of bias mitigation, psychological safety, equitable decisions, and measurable culture change. They will acquire skills in inclusive leadership behaviour, fair talent practice, inclusive team design, and change leadership across difference. Gentex Training Center designs the programme to help leaders build teams where everyone can contribute fully.

## FAQs

### Q1 What is the "The Leadership of Inclusion" course about?

It prepares leaders to build teams where people contribute fully regardless of background, identity, or working pattern. The course spans inclusion, diversity, and equity concepts, bias and fair decision-making, psychological safety and inclusive team behaviour, talent systems and measurement, and inclusive culture change.



## Q2 What are the key benefits of the "The Leadership of Inclusion" course?

You gain a working method rather than a statement of values. The course improves decision fairness, strengthens psychological safety on your team, sharpens talent practice in hiring and promotion, and gives leaders measures and routines that keep inclusion improving over time.

## Q3 What skills will I gain from the "The Leadership of Inclusion" course?

You will develop four core skills: inclusion, equity, and bias awareness, psychological safety and inclusive team leadership, equitable talent and decision practice, and inclusive culture change with measurement and accountability.

## Q4 What tools, methods, or standards are covered in the "The Leadership of Inclusion" course?

The course covers bias-mitigation techniques such as structured criteria, blind review, and diverse panels, Edmondson's psychological safety framework and its four stages, inclusive meeting design and airtime distribution, the SBI (Situation-Behaviour-Impact) feedback model, the GROW coaching model, inclusive recruitment and job design practice, sponsorship and succession discipline, engagement surveys, inclusion indexes and pay gap analysis, Kotter's eight steps, and the ADKAR model.



## Q5 How is the "The Leadership of Inclusion" course applied in real-world practice?

Participants apply it to real work such as auditing a hiring or promotion decision for bias, redesigning a team meeting so all voices are heard, setting inclusion measures for a department, and leading a culture change with visible accountability. The same methods support talent reviews and accessibility improvements.