



THE 6 KEY INDICATORS™ OF HIGH PERFORMANCE THE FIRST STEP TO BUILDING AN INCLUSIVE WORKPLACE

Do all employees have a voice in meetings? Are they taken seriously? Are they involved in decision-making? Do they feel safe to speak up? Are you missing out on the wisdom, knowledge, and fresh ideas that can come out of diverse backgrounds, perspectives, education, and upbringing?

COMMUNICATION

If your teams have difficulty communicating about everyday work items, imagine how much that is amplified when navigating tough conversations. Give your leaders and teams the training and tools to foster clear and effective communication. Implement communication norms that ensure everyone within the organization has a voice and an opportunity to participate and influence projects and company growth.

INTERACTIVE FEEDBACK

Arm your leaders and teams to be able to participate in giving and receiving effective feedback, feedforward and follow-up. An interactive feedback culture helps to get everyone aligned, decreasing personal and company blindspots. Being inclusive requires all of us to learn from one another—feedback and feedforward can be used to bridge gaps and foster solutions.

ACCOUNTABILITY

Accountability is having the competence and motivation to follow through on promises and commitments. Set your team up for success by encouraging a culture of accountability tailored to your organization's specific structure and goals.

EMOTIONAL INTELLIGENCE

How people behave in a group will either promote or obstruct a sense of psychological safety in the workplace. To increase psychological safety on your team, start by building self-awareness (the ability to recognize how your emotions affect your behaviors) and empathy (the ability to experience and relate to the thoughts, behaviors or experience of others).

COHESION

The key elements of a cohesive team are trust, the level of support one gets from their team, and openness to different opinions. To help increase team cohesion, encourage employees to explore their unconscious biases by analyzing and thinking about their own behaviors and assumptions.

STRUCTURES

Create meeting structures and norms to facilitate a culture where all viewpoints and opinions are heard. Use tools to ensure a balanced form, such as ending each meeting with appreciations, difficulties, and final statements from everyone in attendance.

GET IN TOUCH

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