CONCEPT

Building Inclusive Teams: Inclusive Leadership and Psychological Safety

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Technical depth: Practitioner · **Practical mode:** Role-play

Introduction

Teams that bring together different nationalities, generations, disciplines, genders and working styles hold more perspectives than homogeneous teams, but gain from them only when every member can contribute. Where inclusion is left to chance, quieter voices go unheard, capable people leave and decisions narrow. This Core Concept course gives managers practical methods to build inclusion into how their teams meet, decide, allocate work and give feedback, anchored in ISO 30415 and recognised models of inclusive leadership. Participants rehearse inclusive conversations and leave with a Team Inclusion Action Plan for their own team.

Course Objectives

- Assess a team's current level of inclusion and psychological safety using structured survey scales and ISO 30415 guidance
- Recognise how bias affects hiring, allocation of work, feedback and promotion, and apply structured practices that reduce it
- Adapt communication, decision-making and feedback across cultural differences using the Culture Map and cultural intelligence
- Facilitate meetings and decisions that draw out every team member's contribution using structured participation techniques
- Respond to exclusionary behaviour and intercultural conflict in the team through prepared, respectful conversations
- Produce a Team Inclusion Action Plan with baseline measures, team norms and process changes

Target Audience

- Line managers leading teams that span nationalities, generations or disciplines
- Team leaders responsible for hiring, onboarding and allocating work
- Project and programme managers leading cross-functional or multi-site teams
- HR business partners and talent managers advising managers on team practice
- Managers of teams with remote, part-time or neurodivergent members

Course Outline

Day 1: The Case for Inclusion and the Team Baseline

- Diversity, Equity and Inclusion Concepts and Organisational Drivers
- ISO 30415 Human Resource Management Guidance on Diversity and Inclusion
- Team Inclusion Survey Design and Baseline Scoring
- Edmondson's Team Psychological Safety Scale
- Inclusion Journey Mapping Across the Employee Lifecycle

Day 2: Models of Inclusive Leadership and Culture

- Deloitte Six Signature Traits of Inclusive Leadership
- Cultural Intelligence: Drive, Knowledge, Strategy and Action
- Erin Meyer's Culture Map Eight Scales
- Hofstede's Six Dimensions of National Culture
- Social Identity Theory and In-Group Dynamics

Day 3: Inclusive Team Practices

- Unconscious Bias Awareness with the Implicit Association Test
- Structured Interviewing and Scoring Rubrics for Fair Selection
- Equitable Work Allocation and Stretch Assignment Tracking
- Inclusive Meeting Protocols Using Liberating Structures
- Belbin Team Roles for Balancing Contribution

Day 4: Barriers, Conflict and Sustaining Inclusion

- Microaggression Recognition and the SBI Response Model
- Hammer's Intercultural Conflict Style Inventory
- Workplace Adjustment Process for Disability and Neurodiversity
- Inclusion Metrics and Pulse Survey Dashboards
- Tokenism, Backlash and Inclusion Fatigue Risk Review

Day 5: Role-Play Practice and the Team Inclusion Action Plan

- Role-Play: Responding to an Exclusionary Remark in a Team Meeting
- Role-Play: Drawing Out a Quiet Team Member in a One-to-One
- Role-Play: Discussing a Workplace Adjustment Request
- Team Inclusion Action Plan Drafting
- Peer Review Panel and Plan Presentation

Skills You Will Gain

- Inclusive Leadership
- Bias Mitigation
- Psychological Safety Building
- Cross-Cultural Communication
- Inclusive Facilitation
- Fair Selection Practice
- Inclusion Measurement
- Intercultural Conflict Management

Why Attend This Course

- Return to work with a Team Inclusion Action Plan for your own team, with a baseline to measure progress against
- Handle exclusionary moments in the team calmly and fairly, having rehearsed the words to use
- Run meetings and decisions in which every team member contributes, not only the most confident
- Exchange practice with managers from other sectors and countries who lead similarly diverse teams

Conclusion

Inclusion is built through daily management decisions about who speaks, who is heard, who receives the stretch assignment and how disagreement is handled. This course moves from measuring a team's baseline, through the principal models of inclusive leadership and cultural difference, to the practices, barriers and conflicts that decide whether inclusion lasts. The final day rehearses the conversations managers find hardest and produces a Team Inclusion Action Plan that participants take back to their teams, ready to act on and measure.