6. Managing Inclusion at Workplace- A Path Towards Progress

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Abstract:

Inclusion means that each person is treated fairly, and people from a particular background or with some special potentiality should not be favored. The aim of this chapter is to make the readers aware about workplaces that are welcoming employees wholeheartedly and they have an inclusive working environment. The inclusive leaders can make the employees highly happy and satisfied leading to an enriched experience with a high level of trust and security and sense of belongingness towards the leader and their organization. Thus, the company becomes more reliable, encourages employee retention and performs effectively and efficiently.

Keywords:

inclusive, inclusive leaders, enriched experience, belongingness, employee retention

Quotes:

"I've traveled around the world, and what's so revealing is that, despite the differences in culture, politics, language, how people dress, there is a universal feeling that we all want the same thing. We deeply want to be respected and appreciated for our differences." – **Howard Schultz, former chief executive officer of Starbucks**

"I can do things you cannot; you can do things I cannot. Together, we can do great things." – **Mother Teresa**

6.1 Introduction:

6.1.1 What is Inclusion?

The aim of inclusion is to establish equity and opportunity with diversity, respect, and the embracing of all individuals. Suppose you go to a party and nobody is there to greet you, the individuals who do know you are merely chatting to you, and the others believe you are an alien who doesn't know anything about you. Nobody is around to talk to you or hear what you have to say. This feeling is already haunting us right? Likewise, we can't imagine a workplace where we are going to start our new beginning and may have the same environment. An environment welcoming everyone nurtures diversity. An inclusive workplace is a working environment that makes every employee feel valued regardless of their background, while also acknowledging their differences and how these differences contribute to the organization's culture and business outcomes. It has been proven that inclusive leadership enhances staff efficiency through a variety of approaches, such as greater emotional wealth, performance adaptation, and engagement. A culture where various perspectives are taken into account is encouraged by this leadership style, which boosts employee fulfillment and efficiency.

6.1.2 What Is Inclusion at The Workplace?

The most beneficial outcomes come from being allowed to work and feel like you naturally are. An inclusive workplace is one that welcomes an array of employees and gives them the liberty to freely share their opinions and points of view, and embraces them for the betterment of the company.

6.2 Objectives of The Study:

1. To understand the impact of inclusion at the workplace on engagement and retention rate of the employees.
2. To determine whether an inclusive workplace is linked to a feeling of trust and belonging among employees.
3. To comprehend the effect of inclusive workplaces on workers' increased innovation.
4. To examine how inclusive leaders affect the effectiveness and efficiency of the company.

6.3 Importance of The Study:

1. This study will discuss the impact of inclusion at workplace on employees' engagement towards work and how it increases the retention ratio of a company
2. The study also determines whether an inclusive workplace is linked to a feeling of trust and belonging among employees.
3. This chapter will also make the readers understand the implications of inclusivity at the workplaces on workers' increased innovation.
4. The study also analyzes how inclusive leaders can affect the effectiveness and efficiency of the company.

6.4 Limitation of The Study:

1. The study generalizes the impact of an inclusive workplace on productivity and fails to specify a particular industry.
2. The study is based on secondary data.

6.5 Research Methodology:

Secondary data proving the benefits of workplace inclusion has been taken from a variety of publications, websites, and research papers. The chapter also focuses on clarifying, from different perspectives, how inclusion affects different areas and how it could boost overall effectiveness and efficiency in the worldwide marketplace.

6.6 Review of Literature:

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6.7 Benefits of Inclusion at Workplace:

i. Encourages Employee engagement: It has been observed by Gallup research that an inclusive organization tends to have more loyal and engaged people and the retention rate is higher too. However, the reality is that only about 23% of workers feel engaged, which means they put in little effort at work, regardless of the fact that this boosts the productivity of the business.
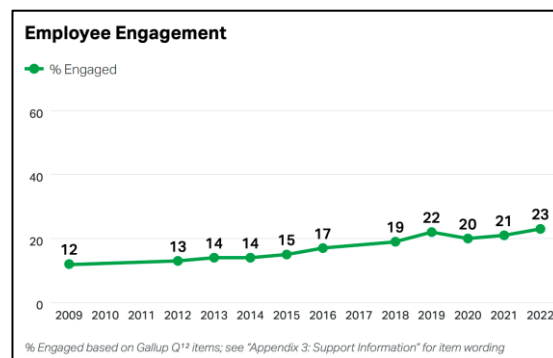

Figure 6.1: Employee engagement

ii. Inclusion Promotes a Feeling of Welcome: Belonging is appreciating that point of view, even when it goes contrary to your opinions, whereas inclusion is accepting the opportunity to be involved and welcomed. But both goes hand in hand. After interrogating my colleagues and friends, it was found that when employees are enjoying inclusiveness and belongingness, they tend to be more productive, satisfied and they easily retain in the company.

iii. The experience of employees is enhanced by inclusion: It is very important for us as humans to have the right to be heard and it gives us immense pleasure that our views matter. Inclusive environment enables people to express themselves, create new ideas, and exchange new ideas. Also, an inclusive workplace communicates to personnel that their employer appreciates their points of view and perspectives, which raises employee happiness and promotes loyalty to the brand. Highly qualified staff is more likely to be engaged to and nurtured by inclusive enterprises, and the employees are additionally more likely to function as spokespersons for the company.

iv. Inclusiveness at workplace supports innovation:

"Feedback is a gift. Ideas are the currency of our next success. Let people see you value both feedback and ideas."– Jim Trinka and Les Wallace

Every person has a different perspective,different techniques for solving a problem and to make decisions which can lead to higher productivity and revenue generation.Taking these suggestions,their innovative skills for various tasks and feedback can make the company overall grow and develop.

v. Inclusive Boss: Yes, ofcourse! The boss, the leader at the workplace are the ones which make up to 70% difference in whether an employee feels included.The leaders should be well aware of the importance of Diversity, equity and inclusivity which goes hand in hand today and is the secret behind the success of any organization today.They should avoid biases and should not take undue advantage of their position and power instead set examples where you welcome people with variety of working styles and innovative ideas that will ultimately improve company's work culture and profitability.

6.8 Hidden Gems to Implement Inclusion:

i. Implementing employee inclusion strategies: One way is strategizing while hiring processes. Further, this will raise your chances of luring in professionals from different walks of life. Therefore, there is inclusion at work.

ii. Take feedback on regular basis: Research indicates that an organization that consistently seeks employee feedback may encourage a sense of inclusion among its employees. Feeling included makes people more engaged and active, which increases income.

iii. Mechanism for resolving issues and misunderstandings at workplace: At the workplace many employees are underperforming because some of their problems and some issues remain unresolved. Cultural or behavioral differences could be some of the reasons. If a company resolves it through a proper channel, it indicates all the employees are heard and treated equally. This can create a sense of belongingness among employees.

iv. Creating a safe and happy space: It is necessary to create a structure that will enable employees to work jointly in pleasant and safe surroundings, where they will always feel acknowledged and honored.

v. Honoring Multicultural Holidays: The higher authorities have to be careful while preparing holidays or while celebrating any festival of employees from distinguished backgrounds. Today we see in corporations or the teaching industry too all the festivals and holidays are properly being designed by the authorities so that all feel valued and respected.

6.9 Conclusion:

Indian businesses have become aware of a growing recognition that, in a work environment that is shifting swiftly, employee satisfaction is an important component of their profitability. Hence from the above understandings iit can be concluded that

- Inclusive workplaces can create a more innovative, committed and satisfied employee.
- Since employees are more engaged and loyal towards the company, the company can enjoy an infinite life.
- Higher productivity, creativity, and innovation in the workplace.
- The financial status and profitability of the company increases too.
- Employees retain more at inclusive workplaces.
- The company in which leaders are inclusive, positively impacts the employees state of mind and brings a feeling of gratitude from them.
- The behavior of inclusive leaders positively impacts employee engagement.
- It creates better connections and bondings among the team mates.
- When a company creates a safe environment for employees, they feel safe psychologically.

6.10 Scope for Further Research:

Along with inclusion, diversity and equity are also two important components. Further research can be conducted on the equity and Diversity at workplace and its impact on the overall performance of the organizations.

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