

Diversity is a fact.

People’s communication styles can vary widely due to personality, language, culture, age, access to technology, as well as, diverse thinking and learning styles.

Inclusion is action.

By using a variety of communication styles and inclusive communication strategies, diverse teams can develop shared understanding and better connections.

Research by **Deloitte** tells us that organizations with **strong communication practices and inclusive leadership** experienced up to **8 times higher levels of employee engagement** and up to **3 times higher rates of employee retention**.



Effective Communication Practices for Diverse Teams

	Practice		Result
Active Listening	Engage in active listening by repeating back what you heard, seeking clarification, and offering feedback.	▶	Active listening conveys respect and fosters trust among team members, ensuring that everyone feels acknowledged and heard.
Considerate Communication	Try not rush through conversations. Leave long pauses between questions and answers. Ask someone that is taking a while to answer if they need more time and reassure them that you are happy to wait while they formulate their thought.	▶	Considerate communication gives people time to think and formulate their best response.
Communication Styles	Empower team members to recognize their personal communication styles and adjust to others’ preferences. Ask team members what communication styles (spoken, written, video, text, etc.) will help them do their best work.	▶	Working with different communication styles will improve the flow of information and overall team dynamics.
Communication Preferences	Offer a variety of communication methods and tools for team members to choose from, and where possible provide access to the chosen technology and resources.	▶	Utilizing different communication methods and tools, such as email, instant messaging, video conferencing, or in-person meetings will improve efficiency and engagement of the team.
Open Communication	Establish regular team meetings or Employee Resource Groups for discussion and idea-sharing, and to develop a culture that values open communication, constructive feedback, and the sharing of ideas and opinions.	▶	Improving transparency, trust, respect and collaboration within diverse teams will improve the workplace for all team members.

A strategy I will try is: