

# 3 CORE DESIGN PRINCIPLES FOR INCLUSIVE LEARNING



## BENEFITS OF INCLUSION AT WORK



### Diverse Companies Are More Profitable



**+21%**  
Gender Diversity



**+33%**  
Ethnic/Racial Diversity<sup>1</sup>

"Without inclusion, the crucial connections that attract diverse talent, encourage their participation, foster innovation, and lead to business growth won't happen."

—Laura Sherbin and Ripo Rashid<sup>2</sup>

"Diversity is being invited to the party; Inclusion is being asked to dance."

—Verna Myers<sup>3</sup>



**More Likely to Turn Ideas into Products<sup>4</sup>**

#### DESIGN PRINCIPLE

## 1

### KNOW YOUR AUDIENCE

**Inclusive learning experiences** involve deep understanding of learners and workplace culture.



#### Know Your Culture

- What is the organizational context?
- How does the organization envision the future?
- What values do you want to promote?
- Are there desired cultural changes?

#### Know Your Learners

- Who are your learners?
- What is their experience with learning?
- What do they already know?
- How, when, and where do they access learning?
- What has been successful in the past?



#### DESIGN PRINCIPLE

## 2

### DESIGN FOR AUTHENTICITY

**Authentic learning experiences** address real-world problems and fit into the work and culture of an organization.



#### Design Authentic Assessments

- Allow learners to apply learning in the context of real work
- Enable reflection and discussion
- Use role-play in a safe learning space

#### Carefully Choose Content

- Pay attention to the faces, scenarios, and cultures in your experience
- Use photos of diverse people in authentic work situations
- Use a variety of cultures in your scenarios
- DO NOT associate diverse names with negative behaviors
- Can you showcase internal resources and leaders?

#### Choose Between One-Size and Differentiated

- Consider context and desired outcomes
- Enable peer learning when needed
- Add coaches and mentors for reinforcement



#### DESIGN PRINCIPLE

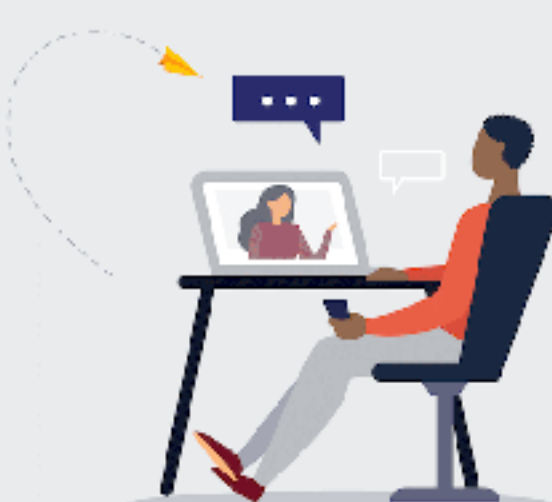
## 3

### USE TECHNOLOGY WISELY

**Purposeful use of technology** can promote **psychological safety** and **inclusive learning**.

#### Use Video-Conferences Judiciously

- Avoid screen fatigue
- Establish protocols around speaking and listening
- Set expectations upfront



#### Enable Asynchronous Learning

- Provide flexible learning in the context of remote work
- Allow learners to proceed at their own pace
- Give learners time to reflect

#### Provide Opportunities to Collaborate

- Create connections between learners
- Increase engagement and accountability
- Solve problems together



<sup>1</sup> Vian Hunt, Lerina Yee, Sara Prince, and Sundiatu Dixon-Fyle, "Delivering through diversity," McKinsey, January 2018, <https://www.mckinsey.com/business-functions/organization/our-insights/delivering-through-diversity>

<sup>2</sup> Laura Sherbin and Ripo Rashid, "Diversity Doesn't Stick Without Inclusion," Harvard Business Review, February 1, 2017, <https://hbr.org/2017/02/diversity-doesnt-stick-without-inclusion>

<sup>3</sup> Verna Myers, "Diversity Is Being Invited to the Party; Inclusion Is Being Asked to Dance," Women's Leadership Forum, December, 2015, retrieved from <https://www.youtube.com/watch?v=9gS2VPUKBSM>

<sup>4</sup> Sylvia Ann Hewlett, Melinda Marshall, Laura Sherbin, and Tara Gonzalez, "Innovation, Diversity, and Market Growth," Center for Talent Innovation, September, 2013, accessed October 11, 2019, [https://www.talentinnovation.org/\\_private/assets/IDMG-ExecSumm/FINAL-CTI.pdf](https://www.talentinnovation.org/_private/assets/IDMG-ExecSumm/FINAL-CTI.pdf)