MERCURY

Creating a Culture of Inclusion: Strategies for HR & Team Leaders

8 – 12 March 2027
Lisbon (Portugal)



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Ref: 16243_1081503 **Date:** 8 – 12 March 2027 **Location:** Lisbon (Portugal) **Fees:** 5600 Euro

Introduction:

Creating a culture of inclusion is essential for modern organizations aiming to harness diverse talent and foster innovation. This course, "Creating a Culture of Inclusion: Strategies for HR and Team Leaders," is designed for HR professionals, team leaders, and managers who aim to develop inclusive leadership skills and integrate inclusivity into all aspects of people management.

Participants will explore practical strategies to incorporate inclusive practices in hiring, decision-making, performance management, and team dynamics. The Creating a Culture of Inclusion: Strategies for HR and Team Leaders training course emphasizes addressing unconscious bias and creating equitable environments that support diverse employee engagement.

The Creating a Culture of Inclusion: Strategies for HR and Team Leaders program offers measurable frameworks to track progress and continuously enhance inclusion efforts. It strikes a balance between theory and practical steps for creating a lasting cultural impact. Learners will lead transformational change that fosters a sense of belonging and equity within their organizations.

Targeted Groups:

The Creating a Culture of Inclusion: Strategies for HR and Team Leaders training targets professionals seeking specialized knowledge and skills:

- HR managers and specialists are responsible for implementing and overseeing initiatives that promote diversity and inclusion.
- Team leaders strive to cultivate collaborative and inclusive teams.
- Hiring managers are involved in the recruitment and talent acquisition process.
- Organizational development professionals.
- Diversity and inclusion officers and coordinators.
- Middle and senior managers are driving cultural change.
- Employee engagement and retention specialists.
- Talent management professionals aim to reduce employee turnover.
- Business leaders are committed to equitable workplace practices.

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Course Objectives:

Participants will achieve the following objectives by completing the Creating a Culture of Inclusion: Strategies for HR and Team Leaders course:

- Understand the role of leadership in cultivating inclusive workplaces.
- Identify and mitigate unconscious bias in the recruitment and selection process.
- Apply best practices in inclusive hiring and onboarding.
- Develop equitable performance management systems to retain a diverse talent pool.
- Design team rituals and feedback processes that support inclusion.
- Measure and analyze inclusion metrics to drive continuous improvement.
- Develop actionable DEI plans that align with organizational goals.
- Enhance communication skills to support inclusive leadership.
- Promote employee engagement through inclusive team dynamics.
- Build the capacity to lead and sustain diversity and inclusion efforts with confidence.

Targeted Competencies:

Participants will gain the following competencies during the Creating a Culture of Inclusion: Strategies for HR and Team Leaders program:

- Inclusive leadership and decision-making.
- Bias recognition and reduction techniques.
- Strategic recruitment and equitable hiring practices.
- Performance evaluation with fairness and transparency.
- Development of inclusive communication and feedback mechanisms.
- Data-driven inclusion measurement and KPI setting.
- Change Management for Diversity and Inclusion Initiatives.
- Effective action planning for workplace inclusion.
- Team-building that respects and leverages diversity.
- Ongoing cultural transformation skills.

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Course Content:

Unit 1: The Role of Leadership in Driving Inclusion:

- Define inclusive leadership and its impact on an organization.
- Explore leadership behaviors that foster belonging.
- Understand leadership accountability in inclusion initiatives.
- Recognize the business case for diversity and inclusion.
- Link inclusion to organizational performance and innovation.
- Build leadership commitment to cultural change.
- Develop strategies for modeling inclusive behavior.
- Communicate inclusion as a core organizational value.
- Assess leadership readiness for driving inclusion.

Unit 2: Inclusive Hiring and Recruitment Practices:

- Identify barriers to inclusive recruitment.
- Implement unbiased job descriptions and candidate sourcing.
- Use structured interviews to reduce subjective bias.
- Develop diverse talent pipelines and networks.
- Train hiring managers on inclusive interviewing techniques.
- Incorporate candidate experience that reflects inclusion.
- Leverage technology to support unbiased recruitment.
- Monitor recruitment data for diversity metrics.
- Align recruitment policies with inclusion goals.

Unit 3: Addressing Bias in Decision-Making:

- Define unconscious and implicit bias and their effects.
- Use tools to identify personal and organizational biases.
- Apply bias-interruption strategies in meetings and decisions.
- Foster an environment of critical reflection and awareness.
- Train teams to challenge assumptions and stereotypes.
- Integrate bias awareness into performance reviews and promotions.
- Promote diverse perspectives in decision forums.
- Establish accountability mechanisms for biased behaviors.
- Encourage continuous learning about bias and inclusion.

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Unit 4: Retaining Diverse Talent Through Equitable Performance Management:

- Design fair and transparent performance criteria.
- Set measurable and inclusive performance goals.
- Provide constructive and culturally sensitive feedback.
- Recognize and reward contributions equitably.
- Address systemic barriers to career advancement.
- Develop plans tailored to the diverse needs of employees.
- Support mentorship and sponsorship programs.
- Manage underperformance with empathy and fairness.
- Use data analytics to track retention and performance trends.

Unit 5: Developing Inclusive Team Rituals and Feedback Culture:

- Create regular team activities promoting inclusion.
- Facilitate open and respectful communication channels.
- Encourage sharing of diverse perspectives and experiences.
- Establish safe spaces for providing feedback and engaging in dialogue.
- Recognize cultural and individual differences in team rituals and practices.
- Integrate inclusive language and behaviors in team norms.
- Use feedback to improve team inclusion continually.
- Promote peer recognition and support systems.
- Align team rituals with broader organizational goals for inclusion.

Unit 6: Measuring Inclusion: KPIs and Continuous Improvement:

- Define key performance indicators KPIs for inclusion.
- Collect and analyze employee demographic and sentiment data.
- Use surveys and focus groups to assess inclusion levels.
- Track progress against diversity and inclusion goals.
- Identify gaps and barriers through data insights.
- Report findings transparently to stakeholders.
- Develop action plans based on measurement results.
- Foster a culture of accountability and improvement.
- Incorporate inclusion metrics into business performance reviews to enhance overall business performance and drive improvements.

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Unit 7: Action Planning for In-House DEI Initiatives:

- Conduct inclusion needs assessments within the organization to identify areas for improvement and development.
- Set SMART goals for diversity and inclusion initiatives.
- Identify resources and stakeholders for implementation.
- Develop communication plans to engage employees.
- Establish timelines and milestones for action steps.
- Monitor and adjust plans in response to feedback and data.
- Foster collaboration across departments for initiative success
- Build sustainability through leadership and employee buy-in.
- Celebrate milestones and successes to maintain momentum and drive forward.

Final Insights & Key Takeaways:

Creating an inclusive culture requires committed leadership and practical strategies embedded across all HR and management practices. Addressing bias and fostering equitable performance management are key to retaining diverse talent. Continuous measurement and adaptation ensure sustained progress toward inclusion goals. This course equips professionals with actionable tools to lead and nurture inclusive workplaces that drive organizational success.