

Appendix V - Communication materials for employees

It is important that organisations take actions to increase the awareness of and educate managers or employees on how to manage or work in diverse teams.

This set of materials has been developed as a reference point for organisations. Individual organisations should adapt the materials and customise the terminology and/or language according to their needs.

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WHY IS IT IMPORTANT TO HAVE AN INCLUSIVE AND HARMONIOUS WORKPLACE?

An inclusive and harmonious workplace is one which embraces the value which all employees bring to the organisation, regardless of their age, nationality, race/culture, gender.

Have an inclusive and harmonious workplace is integral to the success of our people and our organisation because it:

- Allows all of us to maximise our potential in an environment where everyone is valued, treated with respect and provided with fair opportunities.
- Makes our team more effective with open communication, mutual trust and better team work.
- Improves our organisation's performance when we are able to harness the collective potential of our team.
- Makes our organisation a great place to work in thereby making our employees more motivated to work.



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FIVE WAYS TO BE INCLUSIVE

RESPECT OTHERS

Value every individual. Remember that what one individual finds acceptable, others may find offensive. Be open to all viewpoints.

DO NOT JUDGE WITHOUT CONFIRMATION

Do not make assumptions about other colleagues. Understand further before jumping to any conclusions.

KNOW YOURSELF

Understand your own preferences and how they may affect the way you treat others. Ask for feedback to understand other's point of view.

WATCH YOUR WORDS

Be careful of what you say. You may offend someone without realising it. Be sensitive when using words that may have different meanings in different cultures.

LISTEN AND ASK FOR EXPLANATIONS

Listen carefully. Clarify any doubts immediately. Ask questions such as "When you say this, do you mean...."



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TIPS TO BUILD TEAM HARMONY

DO:

- **Focus on similarities and common goals.** Work towards a common team goal. Create bonds on common interests (e.g. sports, food).
- **Make friendships and help one another.** Get to know your colleagues individually. Understand their strengths and priorities. Share information about common hobbies and interests. Help one another and share experiences on working in the organisation.
- **Have an open mind.** Be open to new ideas and understand that there is no "tried and tested" way to follow.
- **Open communication.** Be open and ask questions. Share feedback with supervisors and colleagues.

DON'T:

- **Allow your emotions to affect how you behave.** Do not let past experiences or biases affect your relationship with new colleagues.
- **Be certain that everyone thinks like you.** Do not demand others to change first. Be willing to give in.
- **Give up when there is a conflict.** Talk to each other to solve the problem. Be patient and take responsibility to maintain cordial relationships.

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8 THINGS YOU CAN DO TODAY TO **BUILD** A MORE **INCLUSIVE** AND **HARMONIOUS** WORKPLACE

1. Get to know a colleague whom you do not know well. Ask him/her out for coffee or lunch.
2. When you are not sure about what a colleague is saying, ask questions like "When you say this, do you mean..."
3. If you have difficulties communicating with your colleagues, try using a different style. Rephrase your question, use hand signals or different forms of communication (e.g. written language).
4. Be patient when talking to colleagues, especially those with a different mother tongue.
5. Do not make jokes about other nationalities, race/cultures or age which may upset your colleagues.
6. Ask colleagues of different profiles to provide feedback on your work.
7. When somebody offers a different opinion, keep an open mind. Consider the merits of the suggestion and ask for more information if necessary.
8. If you meet a colleague behaving in a disrespectful way towards another, inform him/her gently that his/her behaviour is not appropriate.