

How to Avoid the Revolving Door

1. Practice better communication

- Learn to listen. Listen for what is really being said, not what you want to hear.
- Include everyone. Invite everyone to be a part of the discussions and decision-making.
- Communicate clearly and fairly. Don't be afraid to ask questions when people's experience is different from yours. Don't assume. Assumptions lead you to creating stereotypes and creating stereotypes causes you to be misinformed.
- Do not misjudge people because of accent or grammar.
- Test for understanding. Ask questions to clarify what is being said.
- Use the right language. Use language that fosters trust and alliance.
- Strive for understanding. When conflicts arise, the problem may result from style rather than content.

2. Provide strong leadership

- Encourage and support discussion among people about the meaning of diversity and inclusion.
- Model implementation. Show how to implement programs that are diverse and inclusive
- Demonstrate commitment. Demonstrate ethical commitment to fairness and to the elimination of discrimination.
- Understand and teach. Understand the layers of diversity and teach others.
- Value personal learning and change. Value ongoing personal learning and change. Solicit views and opinions from those different from yourself and be open to modify actions based on their feedback.
- Mentor and empower someone different from yourself.