

13 Inclusive Habits to Live By At Firefly



At Firefly, we are committed to building healthy and inclusive communities of thriving people. We believe that starts with an inclusive and healthy workplace. Below are 13 habits that will enhance individual and organizational capacity for inclusion.

Acknowledging

You don't know everything; there is always something to learn.

Legitimizing

Other perspectives are just as valid as yours and should be listened to for the purpose of understanding, not necessarily agreement.

Listening

Listen to understand. Listen for your own cultural assumptions, perceptions, and expectations.

Reflecting

Spend more time reflecting on your own values and beliefs. Why do you believe what you believe? Why would someone believe the opposite? Can you respect the beliefs of others even when you don't agree?

Describing

Learn to describe the behavior before providing your interpretation, and expand the number of interpretations you consider, based upon listening to others perspectives.

Contextualizing

Consider the circumstances, conditions, and history of the topic/clientele for which you engaging with. Provide the proper context for the conversation.

Pausing

Always pause before you provide your opinion on a polarizing topic. Take a deep breath. Think about what you are going to say.

Accepting

Accepting does not mean agreeing. You are accepting that there are myriad worldviews, and it is important to learn more about them. Accepting is better than tolerating.

Questioning

Show genuine interest in others. Be curious, not judgmental, about their experiences.

Respecting

Respect the dignity of every person even when you don't agree with them. Separate the person from the position. Practice the Platinum Rule, by treating others the way they want to be treated.

Apologizing

What do you do when you make a mistake or say the wrong thing because you just did not know? If you say something that offends someone else, genuinely apologize. Recognize that the impact on the other person may be very different from what you intended. Don't defend your comment. Simply say, "I am sorry. Please help me understand why that was offensive."

Empathizing

Sympathy leads to patronization and pity. Empathy allows you to see the situation from the perspective of the other person.

Connecting

Making meaningful connections across difference is one sure way of breaking down barriers and enhancing our capacity for empathy and shared understanding.