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.

**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.

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

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

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

**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.

**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.

**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.