

INCLUSION MASTERCLASS



AGENDA

	SESSION TITLE & OBJECTIVE	KEY CONCEPTS
WELCOME AND SETTING THE STAGE (9:00 AM - 9:30 AM)	<p>How Inclusion Drives Performance and Wellbeing</p> <p>Objective: Introduce the connection between inclusion, performance, and wellbeing, framing the workshop around the Enolla Annual Inclusion Review and BRC D&I Charter pledges.</p>	<ol style="list-style-type: none">1. How Inclusion Drives Performance and Wellbeing and innovation2. CEO and leadership accountability for inclusion.3. Linking inclusion to organisational KPIs like engagement, retention, and adaptability.
INCLUSION AS SOCIAL ECOLOGY (9:30 AM - 10:15 AM)	<p>The Interconnectedness of Inclusion, Performance, and Wellbeing</p> <p>Objective: Explore the systemic nature of inclusion and its role in creating high performing, resilient teams.</p>	<ol style="list-style-type: none">1. Social ecology: How interconnected relationships enhance innovation and psychological safety.2. Inclusion's dual impact on business outcomes (performance) and human outcomes (wellbeing).3. Moving from performative actions to genuine inclusion.
SELF ASSESSMENT AND HEARS FRAMEWORK (10:15 AM - 11:00 AM)	<p>Assessing Leadership Behaviours That Drive Inclusion</p> <p>Use the H.E.A.R.S. (Hearing, Equity, Authenticity, Respect, Sponsorship) framework to evaluate and enhance inclusive leadership behaviours.</p>	<ol style="list-style-type: none">1. Balancing equity and equality in leadership.2. The role of line managers in fostering respect and psychological safety.
BREAK(11:00 AM - 11:15 AM)		
INCLUSION CHALLENGES IN RETAIL (11:15 AM - 12:30 PM)	<p>Creating Inclusive, High-Performing Teams Across Retail Environments.</p> <p>Objective: Address challenges unique to retail, such as bridging divides between instore, online, and back-office roles.</p>	<ol style="list-style-type: none">1. Harmonising customer value proposition (CVP) with employee value proposition (EVP).2. Addressing customer bias and its impact on employee wellbeing.3. Operationalising equity in diverse team settings.

LUNCH (12:30 PM - 1:30 PM)		
MEASURING INCLUSION: LEADING AND LAGGING INDICATORS (1:30 PM - 2:15 PM)	<p>Understanding Leading and Lagging Indicators to Measure Inclusion</p> <p>Objective: Differentiate between leading and lagging indicators, identifying their role in measuring inclusion's impact on performance and wellbeing.</p>	<ol style="list-style-type: none">1. Leading Indicators: Predictive metrics (e.g., psychological safety, participation rates).2. Lagging Indicators: Outcome-based metrics (e.g., turnover, inclusion index scores).3. The role of psychological safety in ensuring data integrity.
INCLUSIVE LEADERSHIP: THRIVING IN A VUCA WORLD (2:15 PM - 3:15 PM)	<p>Building Resilience Through Inclusion</p> <p>Objective: Equip leaders to navigate volatility and uncertainty by embedding inclusion into team dynamics.</p>	<ol style="list-style-type: none">1. Psychological safety as a foundation for team resilience2. Moving from managing tasks to leading people inclusively.3. Inclusion as a stabilising force in uncertain environments.
BREAK (3:15 PM - 3:30 PM)		
ACTION PLANNING: EMBEDDING INCLUSION (3:30 PM - 4:30 PM)	<p>Your Inclusion Playbook: From Insights to Impact</p> <p>Objective: Develop actionable strategies to align inclusion efforts with BRC pledges and organisational goals.</p>	<ol style="list-style-type: none">1. Embedding inclusion into recruitment, progression, and leadership behaviours.2. Sustaining momentum through accountability and peer support.
CLOSING AND REFLECTIONS (4:30 PM - 5:00 PM)	<p>What Will You Do Differently Tomorrow?</p> <p>Objective: Reflect on key insights and commit to immediate action.</p>	