JEWISH FAMILY SERVICE LA

Increase impact through Social Responsibility and Community Building

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Wide Awake Business Team!

SESSION 5

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Meeting Protocol

- 2 word check in
- Container
- Permission Slips

2 Word Check-in

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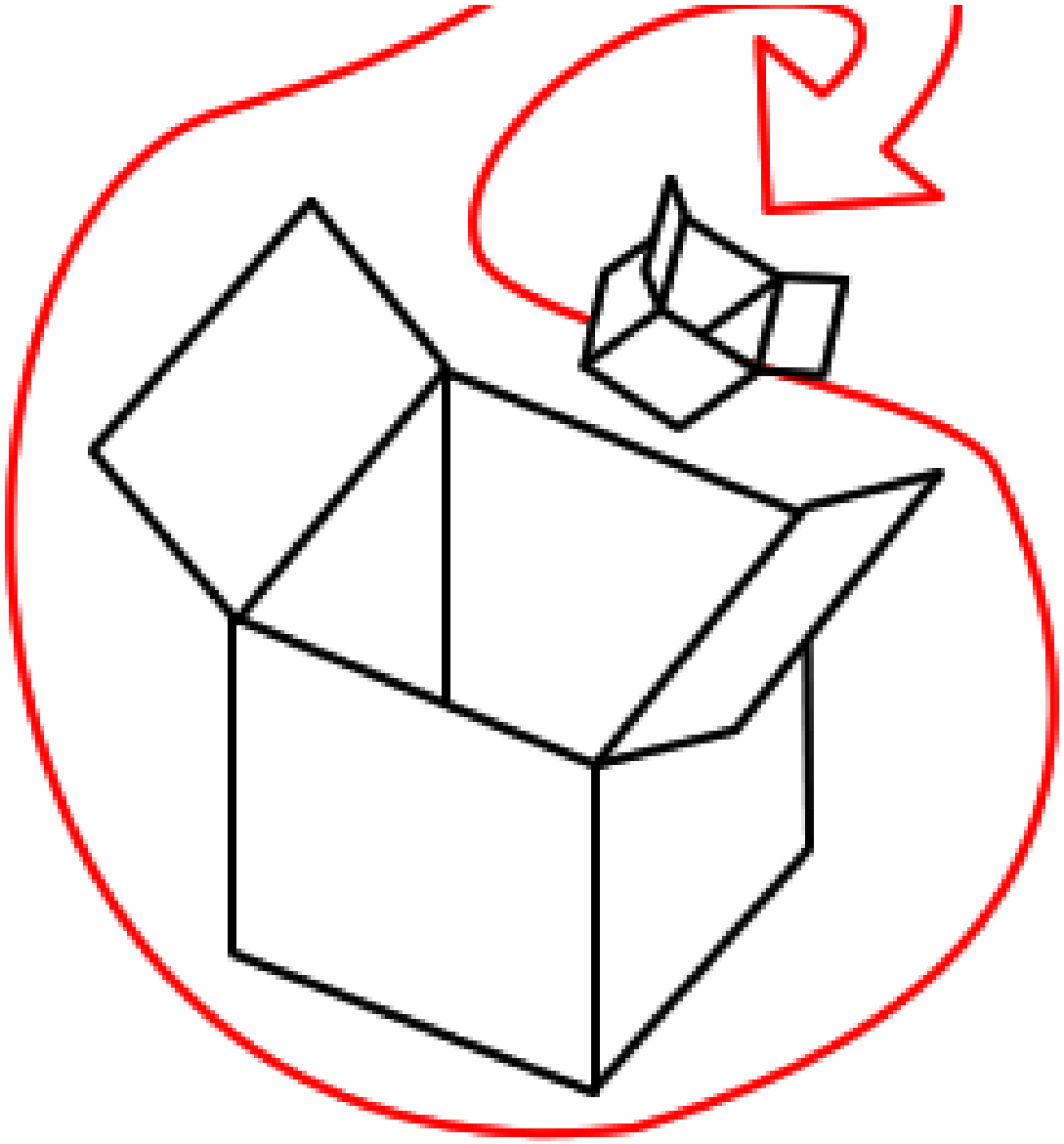
Your Safe "Container"

What do you need to feel open and safe in our conversations?

What will get in the way of your showing up and doing the work?



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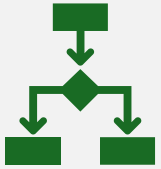
JFSLA Cohort 2 and Cohort 3

- Confidentiality
- Honesty
- Trust
- Patience
- Empathy

- Kindness
- Active Listening
- Permission to Fail
- Come from the I Perspective
- Non-judgmental

Homework Review

Practice promoting belonging behavior with members of your team. (slide 17)



Continue practicing using the “Six Questions to Create Psychological Safety” with members of your team.

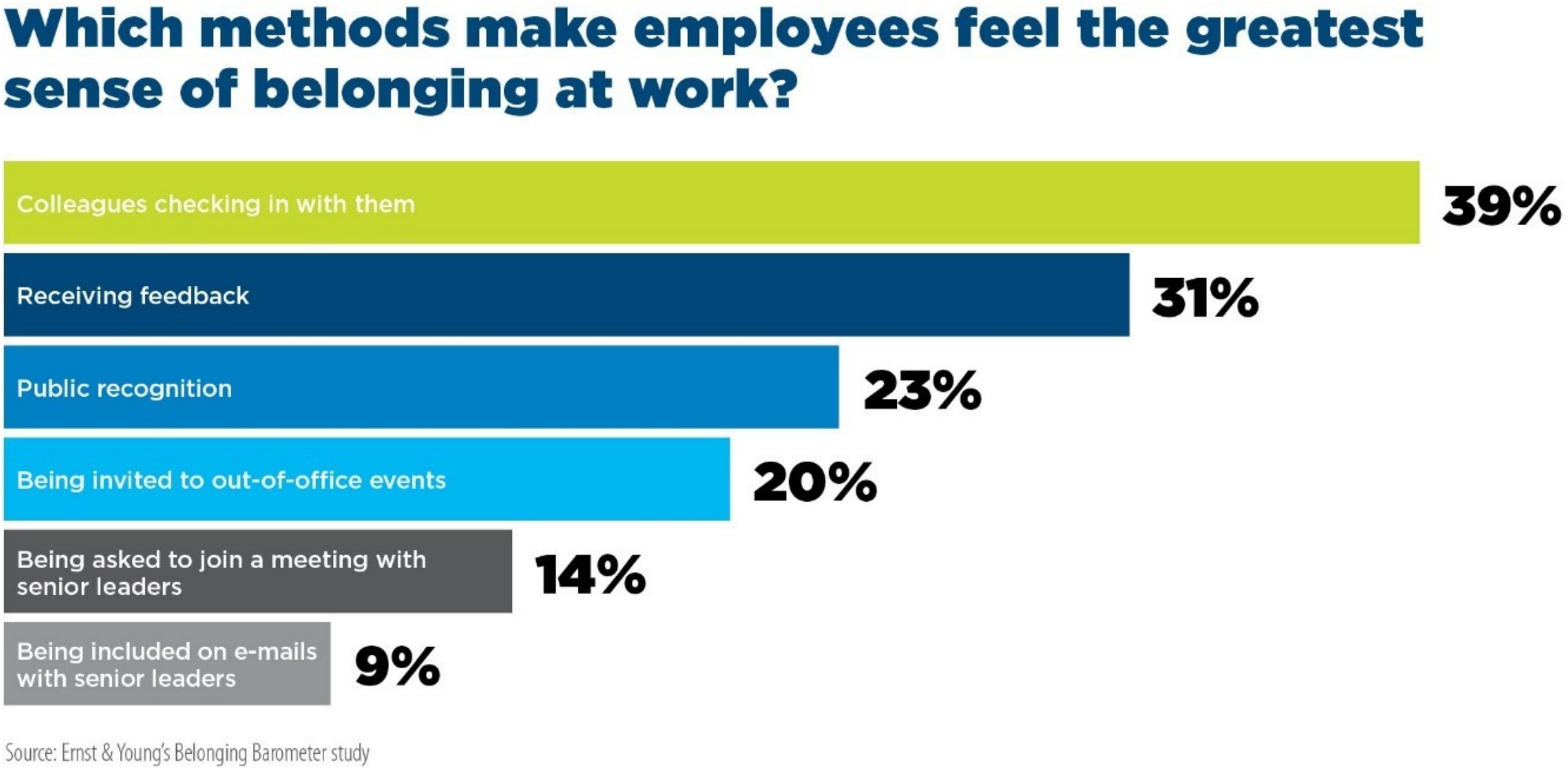
Continue to pay attention to Implicit Bias.

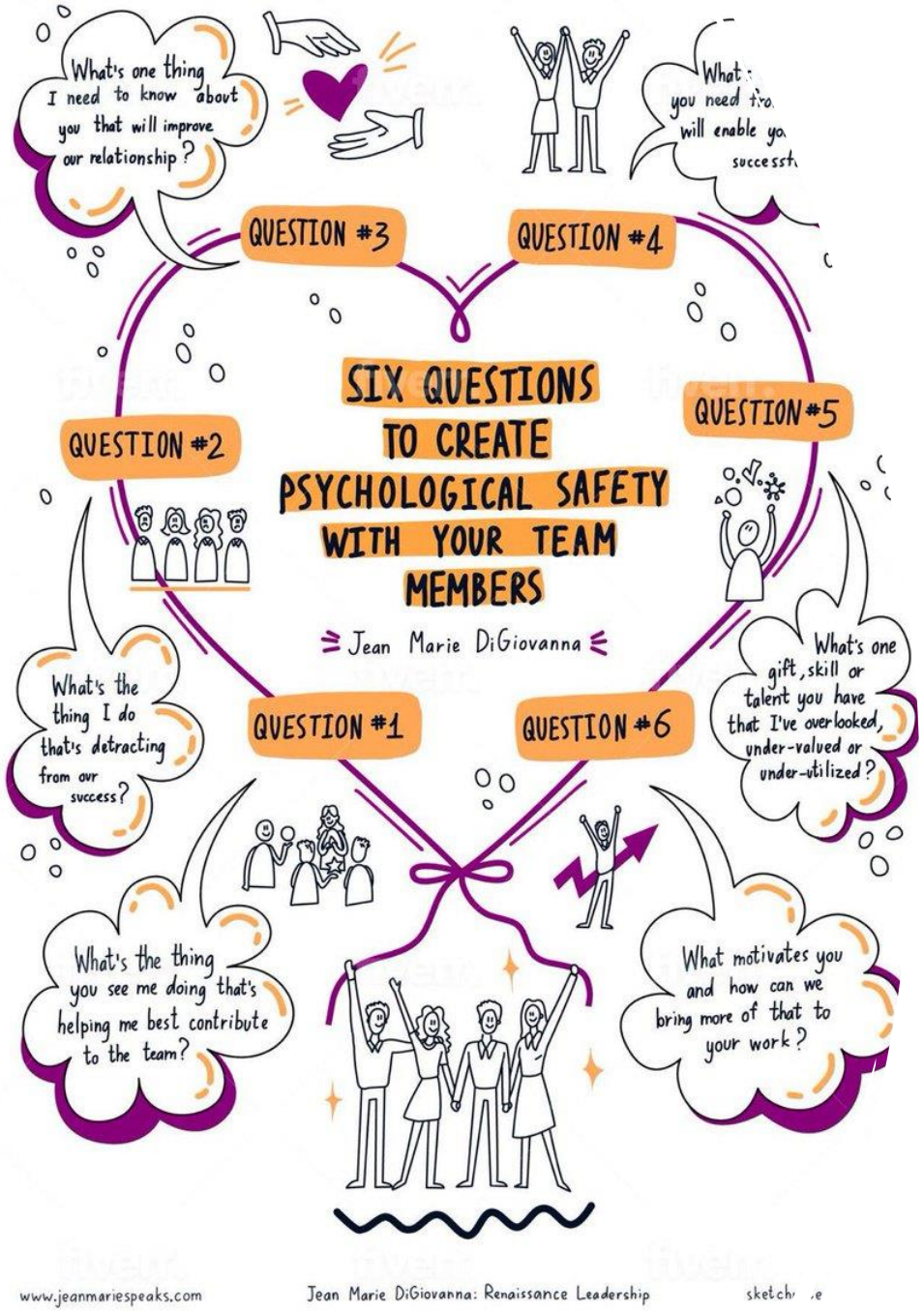
SLIDE 17

How Leaders Can Promote Belonging

- Model inclusive behavior and language.
- Invite and value all voices.
- Provide regular, constructive feedback.
- Create growth opportunities.
- Team building and bonding activities.
- Celebrate team wins and individual contributions.

Data-Driven Statistics





Six Questions to Create Psychological Safety

1. What's the thing you see me doing that best contributes to the team?
2. What's the thing I do that's detracting from our success?
3. What's the one thing I need to know about you that will improve our relationship?
4. What's the one thing you need from me that will enable you to be more successful?
5. What's one gift, skill or talent you have that I've overlooked, under-valued, or under-utilized?
6. What motivates you and how can we bring more of that to your work?

Let’s talk about . . .

What is Inclusive Language?

Inclusive language is . . .

- Inclusive language aims to acknowledge and respect the diversity of individuals and groups.
- Inclusive language aims to avoid bias, stereotypes, and discrimination based on these characteristics.

https://knockri.com/blog/diversityandinclusion/inclusive-language/

3 Key Principles of Inclusive Language

Person-first: “person with a disability” vs. “disabled person”

Gender-neutral: “they/them”, “person-first”, “partner”

Precision: avoid vague or stereotyped descriptor

Why Inclusive Language Matters:

- Increases employee engagement & innovation.
- Improves retention and performance.

Economic and Organizational outcomes.

- Audience Reach and Trust.
- Donor Perception.
- Program effectiveness.

Data on the Impact of Inclusive Language

Employee engagement & innovation

- 26 % higher engagement from customers
- 30 % more innovation when inclusive language is used
- 61 % firms report improved collaboration/morale

Retention & performance

- 40 % reduction in turnover within 6 months in an inclusive organization
- Firms with gender-diverse leadership 25–36 % more likely to outperform peers

Economic & organizational outcomes

- **Audience reach & trust:** Inclusive language connects more authentically with diverse communities
- **Donor perceptions:** Reflecting inclusive values boosts donor engagement
- **Program effectiveness:** Tailored, inclusive communication improves service delivery and stakeholder trust

Examples of Inclusive Language

Person-first wording

- “People experiencing homelessness” instead of “the homeless”
- “Person with a disability” vs “disabled person”
- “Survivors of domestic violence” rather than “victims”

Gender-neutral terms

- “Chairperson” or “chair” instead of “chairman”
- Use singular “they/them” or “he/she” when pronouns are unknown

Bias-free organizational language

- Use “allow list”/“deny list” instead of “whitelist”/“blacklist”
- Replace “underrepresented/marginalized” with “communities with limited access”

Identity Related Terms

- Instead of “elderly people,” or “senior citizens,” USE “older adults” “people aged 65 and older”

LANGUAGE MATTERS!
SAY THIS
- PERSON WITH A SUBSTANCE ABUSE DISORDER
- PERSON LIVING IN RECOVERY
- PERSON LIVING WITH AN ADDICTION
- PERSON ARRESTED FOR A DRUG VIOLATION
- CHOOSES NOT TO AT THIS POINT
- MEDICATION IS A TREATMENT TOOL
- HAD A SETBACK
- MAINTAINED RECOVERY
- POSITIVE DRUG SCREEN
NOT THAT
- ADDICT, JUNKIE, DRUGGIE
- EX- ADDICT, STRAIGHT/CLEAN
- BATTLING/SUFFERING FROM AN ADDICTION
- DRUG OFFENDER, JAILBIRD
- NON-COMPLIANT, BOMBED-OUT
- MEDICATION IS A CRUTCH
- RELAPSED
- STAYED CLEAN
- DIRTY DRUG SCREEN
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SMALL GROUP ACTIVITY: TAKE A PICTURE

GROUP 1: Audit Time
"Pick a recent newsletter or webpage. Can you spot language that could be more inclusive? How would you rephrase it?"

GROUP 2: Perspective Checking
"Discuss times when you've felt excluded by certain terms. How can we adjust our language to prevent this?"

GROUP 3: Intent vs. Impact
"Share a moment when well-meaning language caused misunderstanding. How could it have been better?"

GROUP 4: Strategy Planning
"What tangible steps (e.g. team style guide, review of handbooks, staff trainings) can we implement this quarter to integrate inclusive language?"

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Debrief

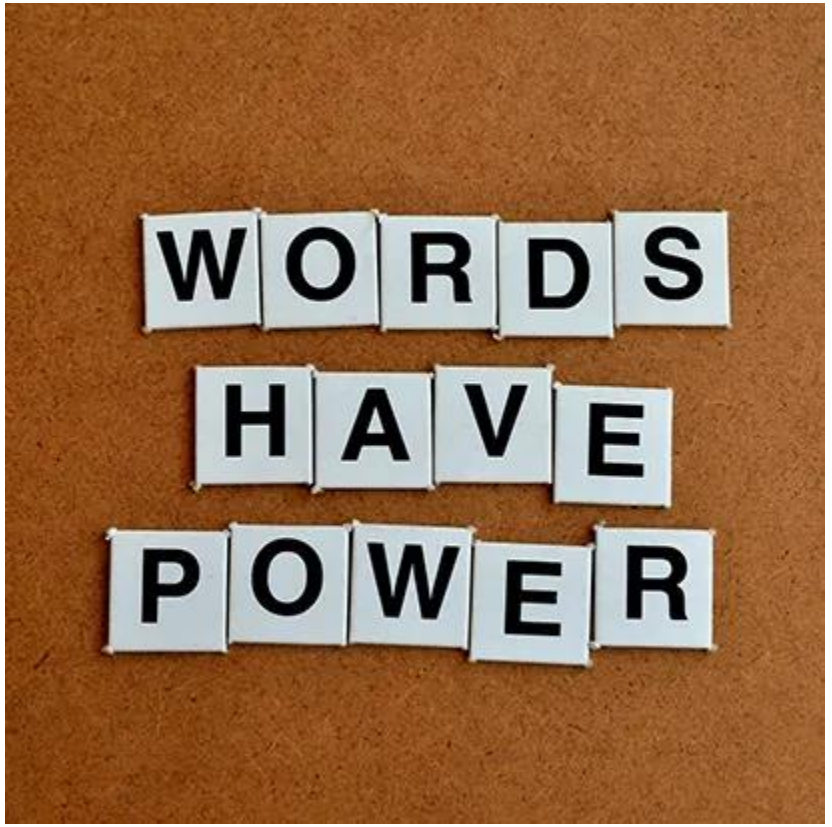
rules of inclusive language

- put people first
- use universal phrases
- recognize the impact of mental health language
- use gender-neutral language
- be thoughtful about imagery you use
- ask if you aren't sure

Homework

Brainstorm ways to implement one of the below actions in the next 30 days.

1. Audit existing content: website, marketing, internal docs, policy and procedures, employee handbooks, etc.
2. Create a guide with do's/don'ts, checklists on how to write inclusive reports and emails
3. Train staff on ways to replace common language with more inclusive language
4. Encourage **feedback**, notice mistakes, ongoing practice and **group discussions**



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Thank you!