



mildon

Culture Over Chaos

How to Build an Inclusive Workplace in a Messy World

Volatility: Things change fast.

Uncertainty: It's hard to predict what'll happen next.

Complexity: Many parts connect and affect each other.

Ambiguity: Information can be unclear.

How does this
affect people
and culture?

EDI question?
Email toby@mildon.co.uk



**External forces don't stay outside
— they're pulled into our
workplace culture every day**

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The outside world shapes the inside one

P

Political

E

Economic

S

Social

T

Technological


L

Legal/Reg.

E

Environmental

How is each of these affecting inclusion in your workplace?



The real challenge isn't the chaos outside — it's building a culture strong enough to thrive despite it.

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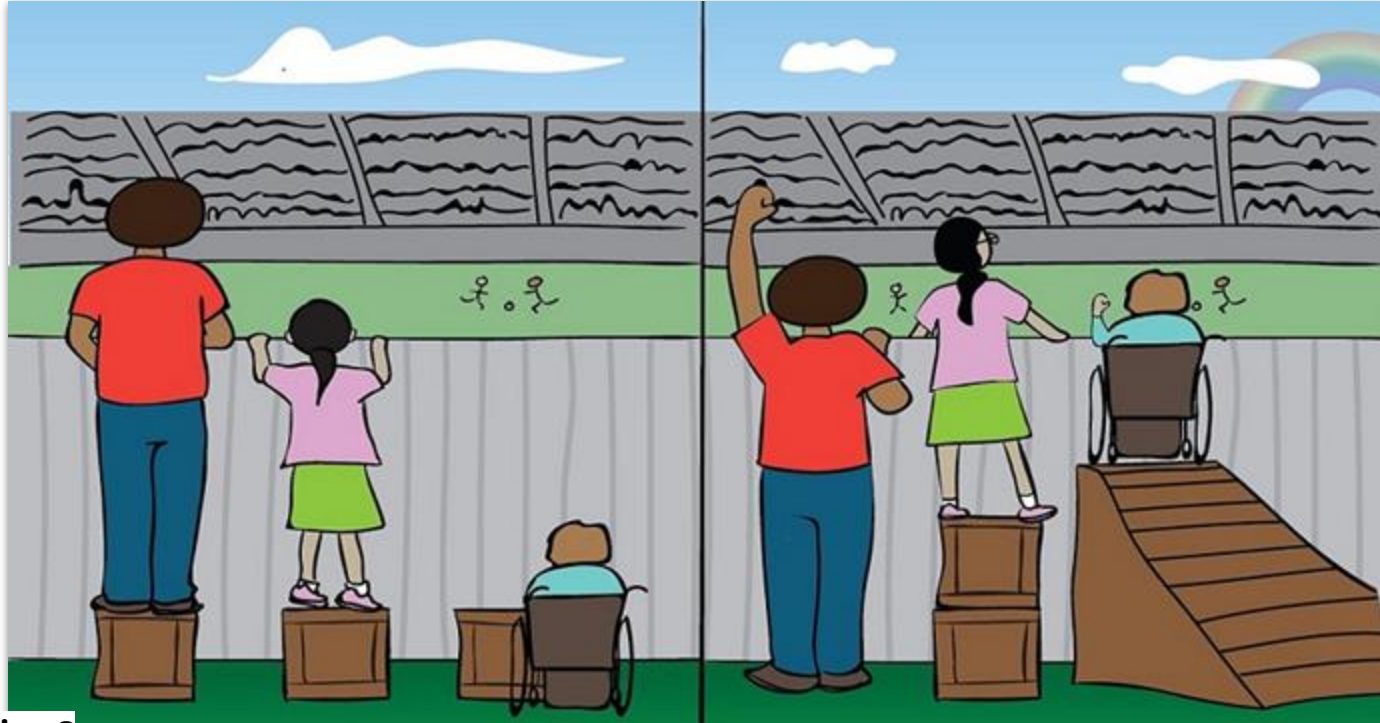
Leaders can't control everything – but they can shape culture

“The only thing of real importance that leaders do is create and manage culture”
- Edgar Schein



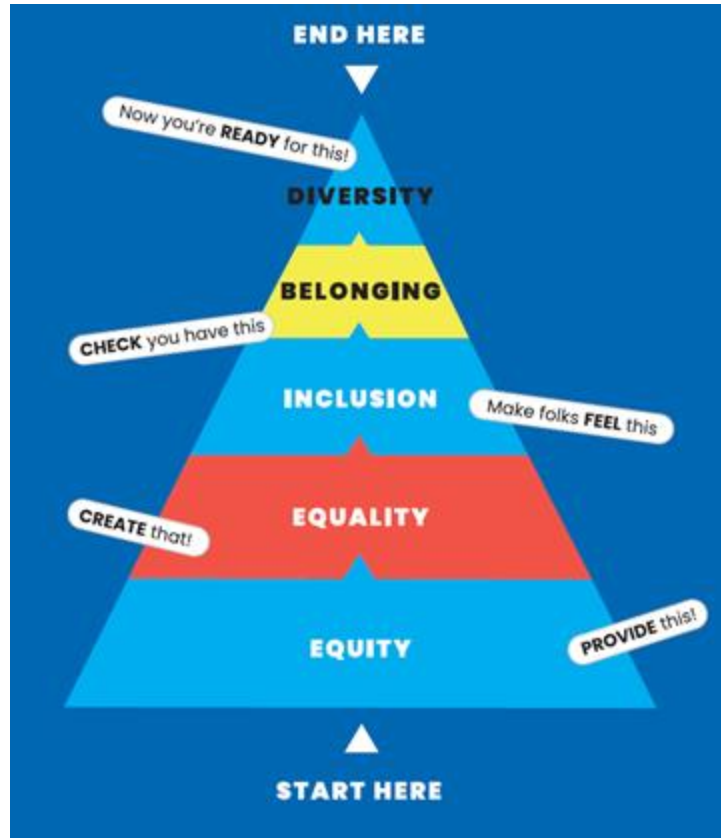
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Who in your organisation might still be standing on tiptoes (or need a ramp)?



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Inclusion grows from providing equity up



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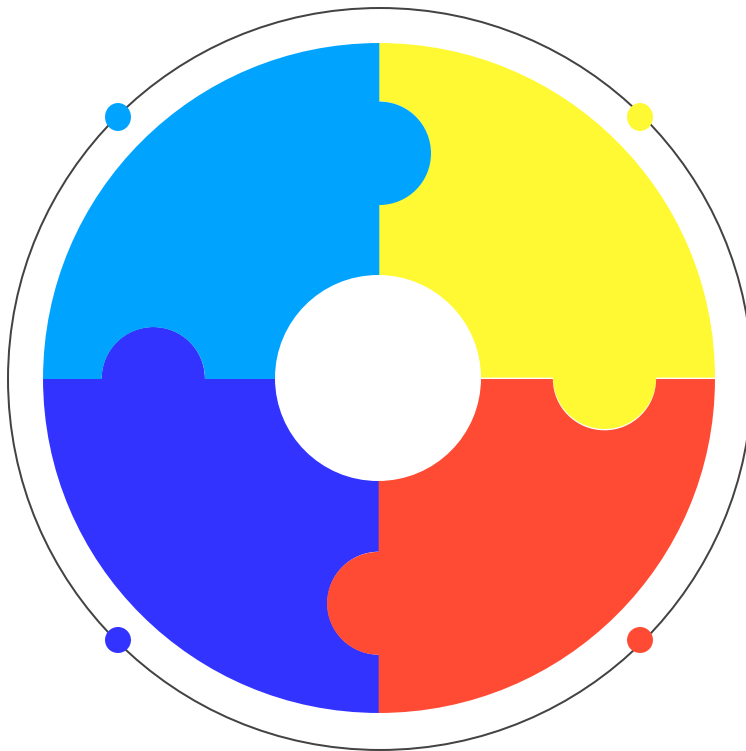
Inclusivity lives in our daily behaviours

Respect

Treating everyone fairly.

Empowerment

Giving people confidence
and trust.



Belonging

Helping people feel part of
the team.

Progression

Creating fair chances to
grow.

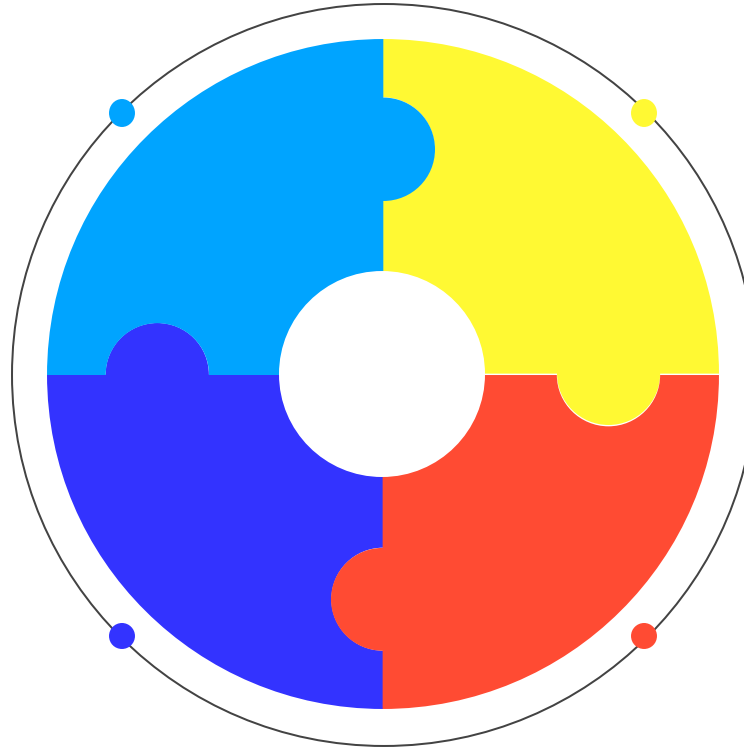
We can measure culture through experiences

Respect

My manager acts respectfully, even under pressure.

Empowerment

My ideas and contributions are listened to and valued.



Belonging

I can be myself at work without worrying about negative consequences.

Progression

I have fair access to opportunities to develop and grow.

One of my favourite questions

Are you considering leaving the organisation in the next 6 months? If yes, is this because you don't feel a sense of belonging or respect here, or for other reasons?

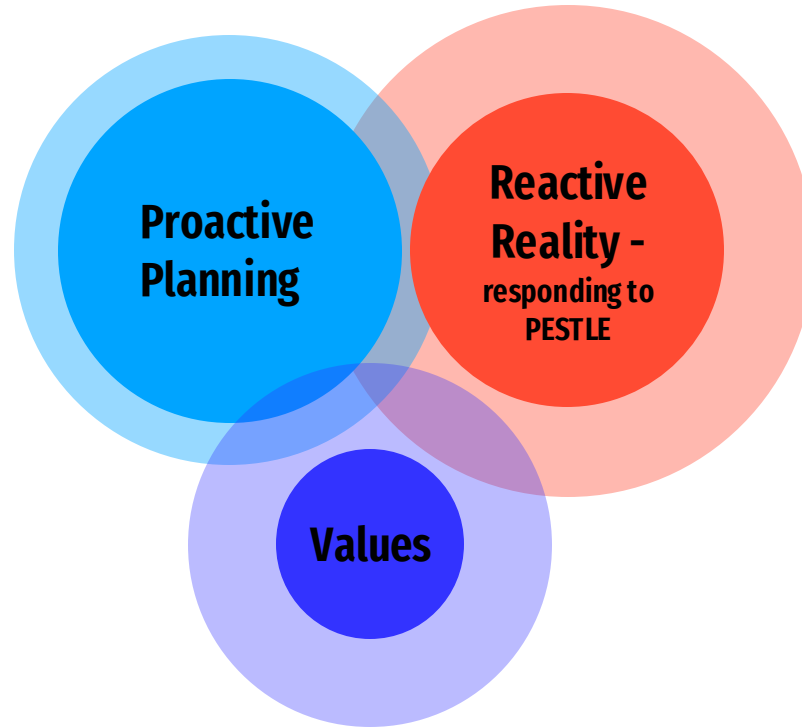
- Yes — because I don't feel a sense of belonging or respect here
- Yes — but for other reasons
- No
- Prefer not to say

If yes, what would need to change for you to stay?

Most EDI strategies are one-dimensional



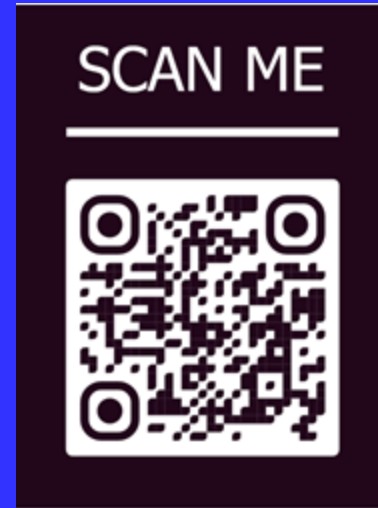
True strategy operates in three dimensions



3 Key Themes



**Is your organisation ready
to build an inclusive
culture?**



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my book