

SHELLEY MOORE



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What does inclusion mean?

What does inclusion look like?

WE.....are coming OUT!

Copyright Material

... **all in a day's work**

Packed with top tips on how to deal with the most difficult types

- Handle aggression
- Manage conflict
- Motivate poor performers

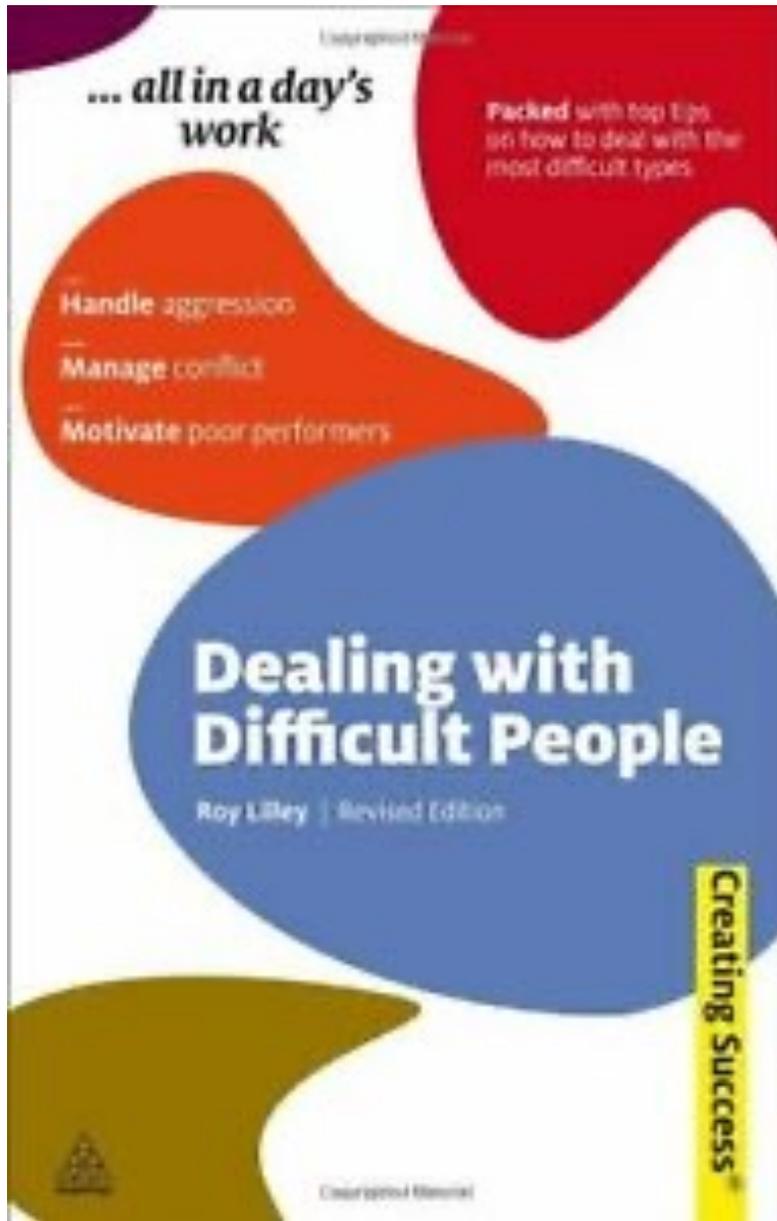
Dealing with Difficult People

Roy Lilley | Revised Edition

Creating Success®



Copyright Material



“If you bought this book...you are the difficult person.”

“How many of you are refined at a practice that you don’t believe in?”

Barrie Bennett

**What I
Believe In**



**My
Practices**



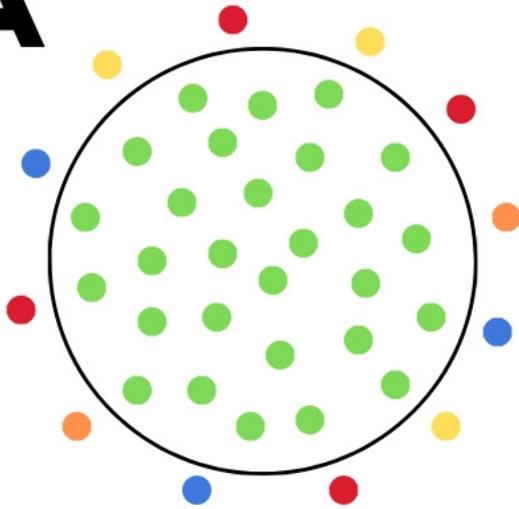
The Inclusion Bus



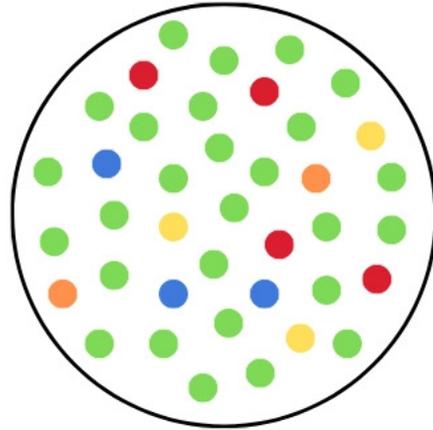


WHAT DOES INCLUSION MEAN?

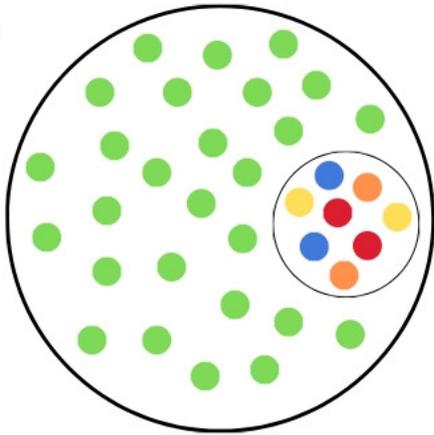
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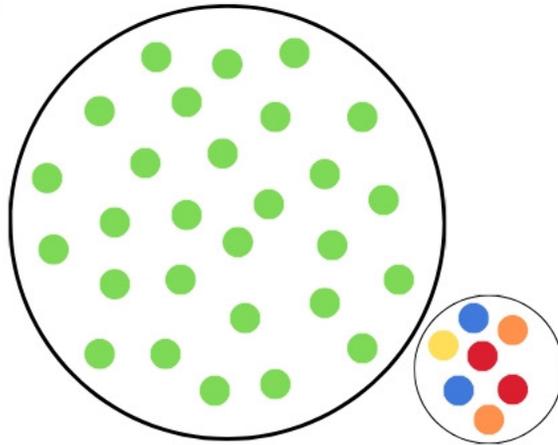
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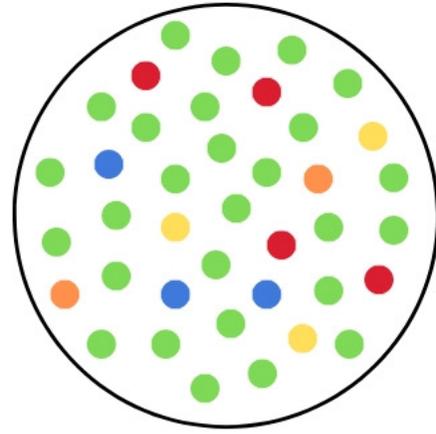


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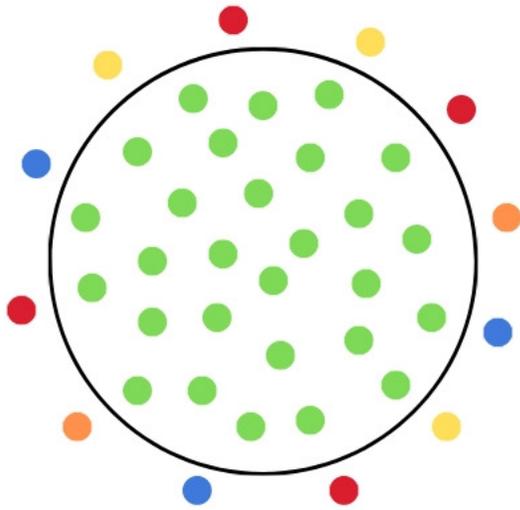


EXCLUSION
INTEGRATION
INCLUSION
SEGREGATION

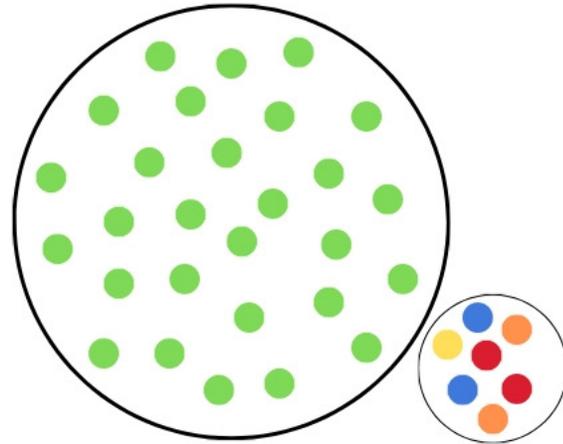
WHAT IS
INCLUSION?



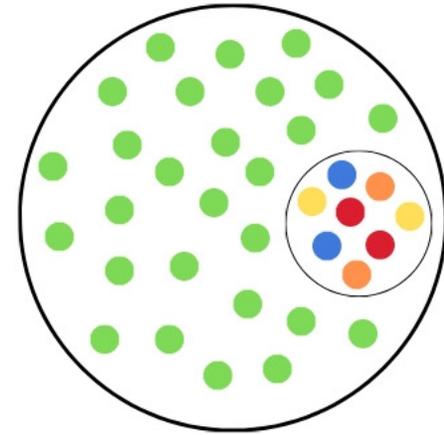
inclusion



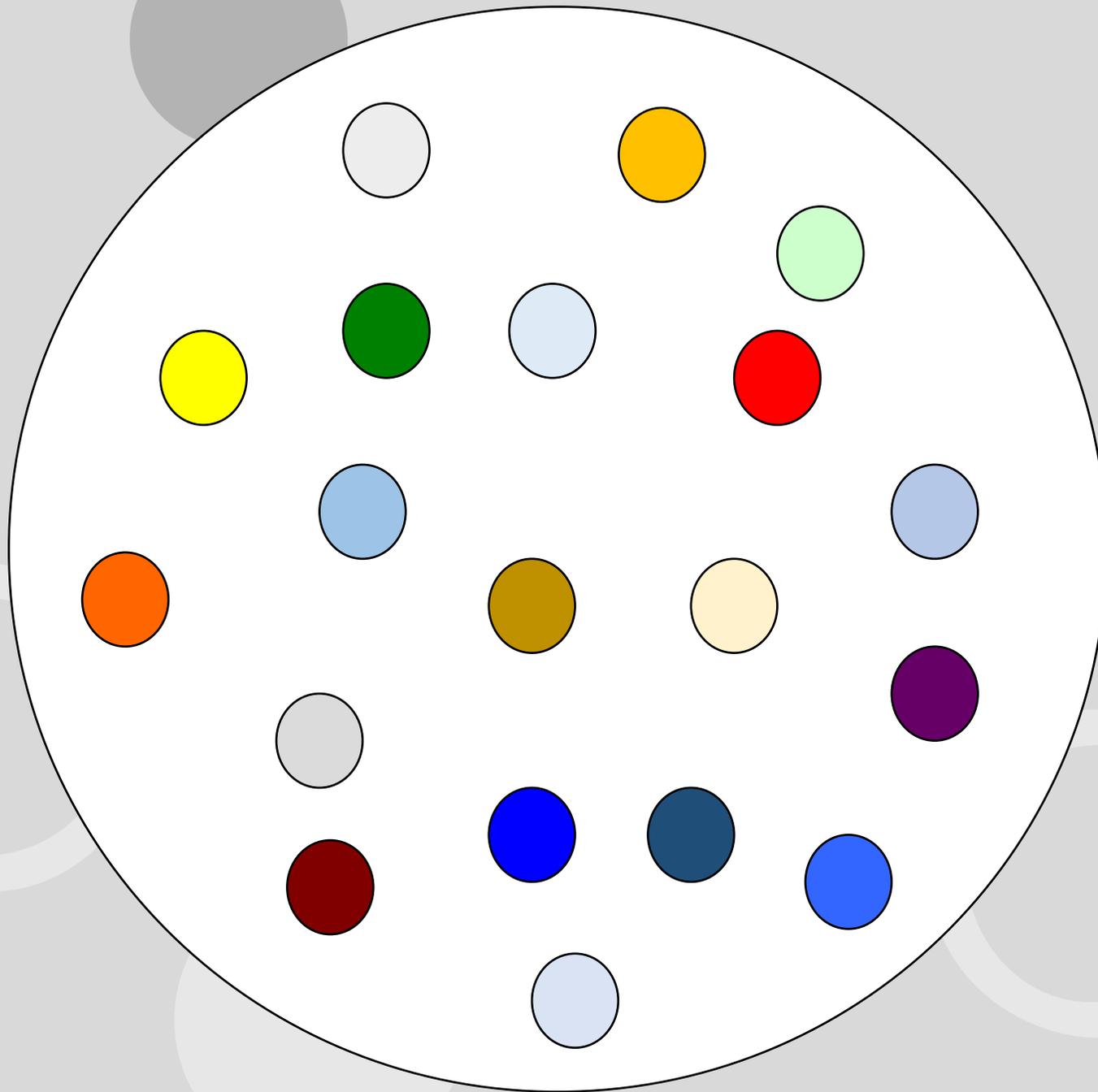
exclusion

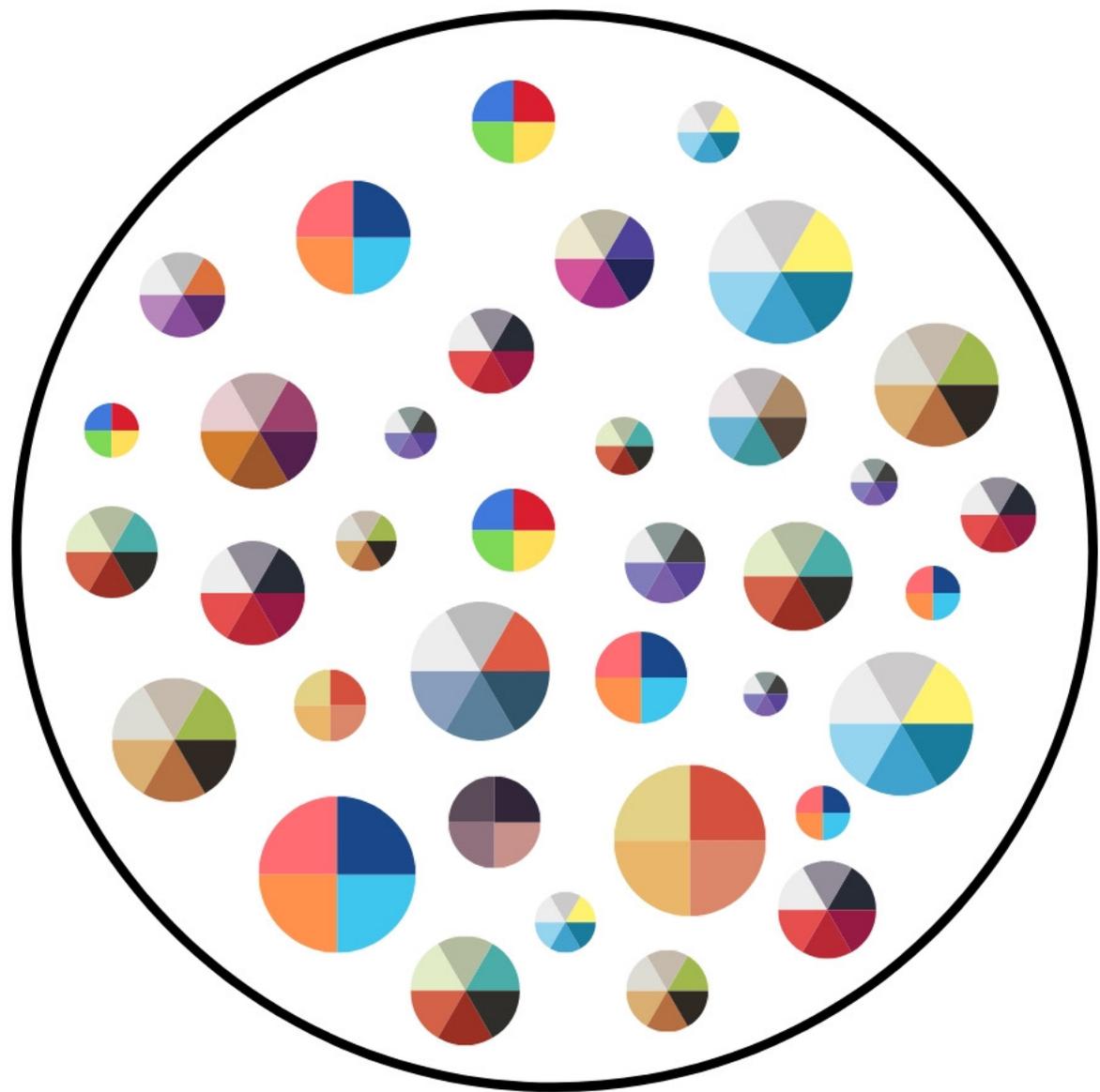


segregation



integration





WHO IS INCLUSION?

What are your
colours?

Do we value ALL
colours equally?

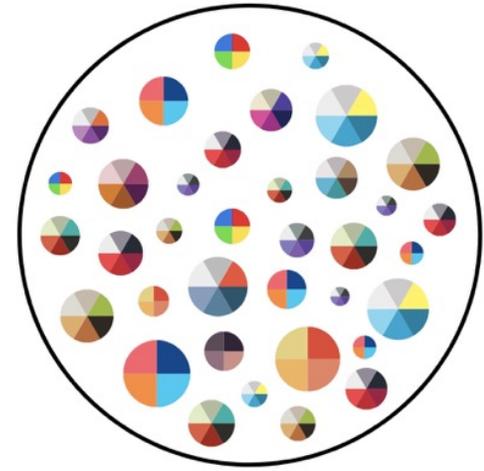
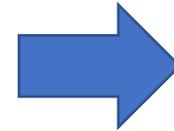
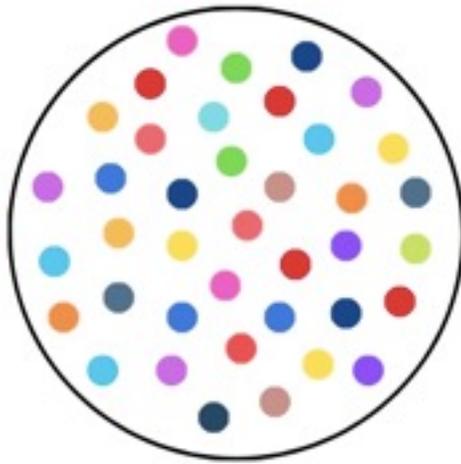
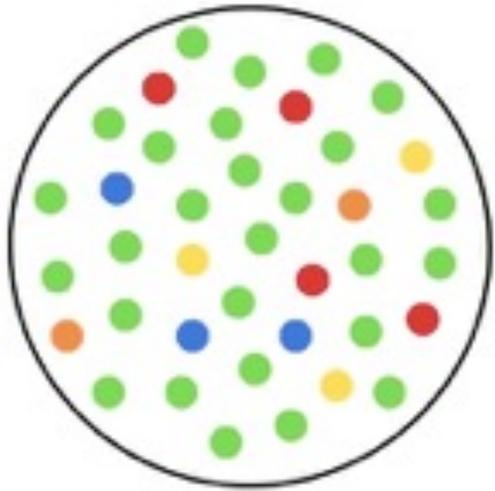


How do we build communities of identity?



How do we build communities of diversity?

What is inclusion?



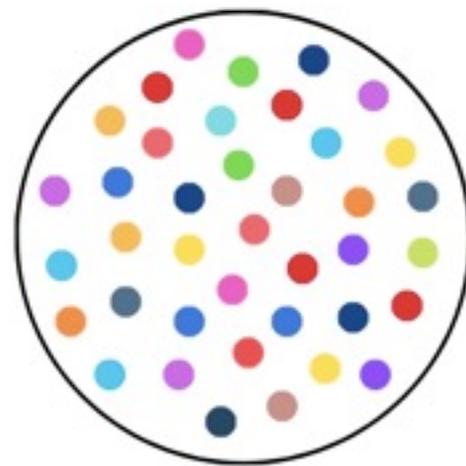
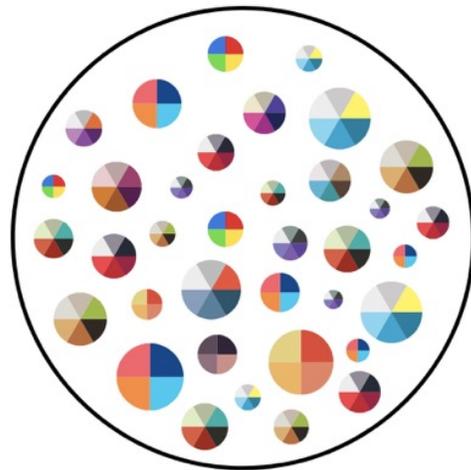
How do we include
people who are
different

How do we teach
to diversity?

How do we
teach to identity?

How to we do **Inclusion**?

- Shift in *Thinking*
- Shift in *Practice*



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