

What makes an inclusive culture?

Speaker: Noel Quinn, Group CEO

My whole philosophy on leadership is... create a feeling of inclusion where people feel valued, they feel respected and they can feel as though they can express themselves and be themselves.

If you can create an internal environment where people feel that way and they feel included, the energy in the organisation lifts many, many times.

If people have to leave part of themselves at the front door, their personality, their character, their history, then they're not going to be able to give everything of themselves in the work environment.

I felt that in different stages of my career. If I can't be myself and express my personality, I'm not as effective as when I can.