

Toolbox briefs



Toolbox Brief

About

These Toolbox Briefs aim to support the creation of an inclusive and thriving workplace in the aviation industry. A diverse and inclusive industry fosters equality, addresses labour and skills shortages, and enhances overall economic and social well-being.

Who these Toolbox Briefs are for

They are designed for managers and team leaders, by providing practical tools to manage and reduce bias, including stereotyping, sexist comments, and harassment. Cultural change requires sustained efforts in daily interactions, and we encourage you to share these insights with colleagues, family, and friends.

Toolbox brief

Objective

01 Psychological safety	02 Gender bias	03 Words matter	04 Building a good team
To highlight the importance of psychosocial safety in the workplace and provide strategies for creating a supportive and safe environment for all team members	To raise awareness about gender bias in the aviation industry and its impact on safety and team dynamics	To promote the use of inclusive language in daily interactions to foster a respectful and inclusive work environment.	To encourage the creation of a supportive and inclusive team environment that values diverse perspectives.

Psychosocial Safety

Introduction

Good morning, team. Today, we're going to discuss a critical aspect of our workplace: psychosocial safety. Psychosocial safety refers to the mental and emotional well-being of our team members and is just as important as physical safety.

What is psychosocial safety?

Psychosocial safety involves creating an environment where everyone feels safe to express their thoughts, concerns, and ideas without fear of retribution or marginalisation. It's about fostering a supportive and respectful workplace.

Why it matters

- *Better performance:* When team members feel safe, they are more likely to contribute ideas, report issues, and collaborate effectively.
- *Safety culture:* A strong safety culture includes psychological safety, ensuring that everyone feels valued and heard.
- *Mental wellbeing:* A psychologically safe workplace promotes mental well-being and reduces stress.

Key elements of psychosocial safety:

- *Trust and respect:* Building trust and respect among team members is fundamental. Treat everyone with dignity and respect.
- *Open communication:* Encourage open and honest communication. Make sure everyone feels comfortable speaking up.
- *Supportive leadership:* Leaders play a crucial role in modelling behaviour and providing support.

Action Steps:

- *Encourage feedback:* Regularly ask for and provide feedback in a constructive manner. Make it clear that all voices are welcome.
- *Show empathy:* Demonstrate empathy towards your team members. Listen actively and show understanding.
- *Create safe spaces:* Ensure there are safe spaces for team members to discuss their concerns or challenges privately.

By prioritising psychosocial safety, we can create a more supportive and productive work environment. Thank you for your commitment to this important aspect of our workplace.

Gender bias

Introduction

Good morning, team. Today, I want to talk about an important topic that affects our industry: gender bias. Understanding and addressing gender bias is crucial for creating a fair and inclusive workplace, and it directly impacts our safety and performance.

What is gender bias?

Gender bias refers to the preconceived notions or preferences about a person's capabilities or behaviours based on their gender. This can manifest in many ways, from stereotyping to unequal opportunities for advancement.

Impact on safety

- *Diverse perspectives:* Teams with diverse perspectives make better decisions and solve problems more effectively. When we limit who can contribute, we might miss out on critical insights that enhance safety.
- *Inclusive culture:* An inclusive culture ensures that all team members feel valued and respected. This environment encourages everyone to speak up, report safety concerns, and share innovative ideas without fear of discrimination.

Examples of gender bias

- *Stereotyping roles:* Assuming certain tasks, like heavy lifting or technical troubleshooting, are better suited for men, while administrative tasks are seen as women's work.
- *Career advancement:* Offering fewer opportunities for leadership roles or promotions to women compared to their male counterparts, even when qualifications and performance are similar.
- *Pay disparities:* Paying women less than men for the same role and responsibilities, based on the assumption that men are the primary earners.
- *Workplace language:* Using terms that reinforce gender stereotypes, such as "he" for pilots and "she" for flight attendants, or greeting the team as "gents" instead of "team."

Gender bias

Action steps

- *Self-awareness*: Reflect on your own biases and how they might influence your interactions and decisions.
- *Inclusive language*: Use inclusive language in all communications. For example, say “Good morning, team” instead of “Good morning, gents.”
- *Equal opportunities*: Ensure all team members have equal access to training, advancement, and recognition opportunities.
- *Support and respect*: Encourage and support all team members equally. Acknowledge and appreciate contributions from everyone, regardless of gender.
- *Ask if unsure*: If unsure ask a team member about their experiences and your behaviour. For example, "How do you like to receive feedback?" instead of assuming a woman prefers a different approach to men.
- *Be an ally*: Call out inappropriate comments and biased behaviour in a respectful way, it is important to support all team members.

By addressing gender bias, we can create a safer, more inclusive, and more effective workplace. Thank you for your attention and commitment to making our team better.

Toolbox Brief #3

Words matter

Introduction

Good morning, team. Today, we're going to focus on the importance of using inclusive language in our workplace. The words we choose can have a significant impact on how valued and respected our colleagues feel.

What is inclusive language?

Inclusive language is the use of words and phrases that do not exclude, marginalise, or stereotype people based on their gender, race, or other characteristics. It's about making everyone feel welcome and respected.

Why it matters

- *Shows respect:* Using inclusive language shows respect for all team members and acknowledges their contributions.
- *Shows professionalism:* Inclusive language reflects well on our professionalism and commitment to equality.
- *Builds the team:* When everyone feels included, it creates a sense of belonging and improves team cohesion.

Examples of inclusive terms

Gender-Loaded Term	Inclusive Alternative
Good morning, gents	Good morning, team
Foreman	Supervisor or Team Leader
Manpower	Workforce or Staff
Chairman	Chairperson or Chair
Guys (to refer to a group)	Everyone or Team
Ladies and gentlemen	Colleagues or Everyone

Toolbox Brief #3

Words matter

Action steps

- **Be aware:** Be mindful of the language you use. Think before you speak to ensure your words are inclusive.
- **Practice:** Make a conscious effort to use inclusive language in all communications, whether it's during meetings, in emails, or casual conversations.
- **Encourage others:** Promote the use of inclusive language among your colleagues. If you hear non-inclusive language, gently suggest alternatives.

When to use inclusive language:

- **Every day:** Use inclusive language in greetings, meetings, and everyday conversations.
- **Documentation:** Ensure that all written communications, including emails, reports, and manuals, use inclusive language.
- **Feedback:** Provide and encourage feedback on language use. Help each other improve by pointing out non-inclusive language and suggesting alternatives.

Let's make our workplace one where everyone feels respected and valued. Thank you for your cooperation in using inclusive language.

Toolbox Brief #3

Words matter

Key gender terms

Gender

A social and cultural construct that defines expectations of behaviour, attitudes, and roles associated with being a man or a woman. It's distinct from biological sex.

Sex

A biological classification based on physical and physiological characteristics, typically male or female.

Gender bias

Preconceived notions or preferences about a person's capabilities or behaviours based on their gender.

Gender discrimination

Unequal treatment or opportunity based on a person's gender identity.

Bystander

Someone who witnesses a situation of bias or discrimination.

Microaggression

Subtle, often unintentional, verbal or nonverbal behaviours that communicate hostile or dismissive messages about a person's race, gender, or other identity.

Unconscious bias

Implicit preferences or attitudes that influence our judgments and behaviours without our conscious awareness.

Inclusive workplace

A work environment where everyone feels valued, respected, and supported, regardless of gender, race, ethnicity, sexual orientation, or other factors.

Ally

Someone who actively supports and advocates for the rights and inclusion of a marginalized group, even if they are not part of that group themselves.

Gender identity

A person's internal sense of being male, female, or something else. It can be the same or different from a person's sex assigned at birth.

Toolbox Brief #4

Build a good team

Introduction

Good morning, team. Today, I want to discuss how we can build a good team. A good team is an inclusive team where everyone feels valued and included. Creating such an environment is essential for our success and safety.

A good team is an inclusive team

A good, inclusive team is one that lets us have:

- *Improved safety:* A supportive environment encourages everyone to voice concerns and share ideas, which is critical for maintaining high safety standards.
- *Better performance:* Team members who feel included are more engaged and motivated to contribute their best work.
- *Diverse ideas:* An inclusive team benefits from a variety of perspectives, leading to better problem-solving and innovation.

Building a good team takes everybody

- *It takes everyone:* Every team member contributes to the culture and dynamics of the team. Positive actions by each person help create a supportive and inclusive environment.
- *It doesn't rely on a single role:* Inclusion isn't the job of a few people or leaders; it is a collective effort where everyone plays a part in showing respect and understanding.
- *Mutual respect:* Respecting and valuing each other's differences builds trust and enhances team cohesion, making the workplace more enjoyable and productive for everyone.

Action steps:

- *Open communication:* Encourage open and honest communication within the team. Hold regular meetings where everyone has the opportunity to speak.
- *Celebrate differences:* Recognise and celebrate the diverse backgrounds and experiences of your team members. This could be through team-building activities or acknowledging cultural events.
- *Provide support:* Offer support to team members who may be experiencing challenges related to bias or discrimination. Be approachable and available to discuss concerns.

By working together to build a good team, we can enhance our performance and ensure a safe, respectful workplace for everyone. Thank you for your commitment to this important effort.