

Inclusive Leadership Index (ILI) Case Study:

International Financial Services Organisation

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Consumer Technology Innovation Labs of a Financial Services multinational engaged Symmetra to implement the Innoclusion™ program (which incorporates the ILI) with their APAC Regional Leadership team.

"This session changed the way we think about diversity from a social justice issue to a strategic business imperative; we now understand that excellence demands cognitive diversity."

The burning platform was to position the leaders to optimise the ability of their team to innovate and perform in the face of ever-increasing competition and innovation emerging from fintech startups.

The view of the Head of the Division was that expert-think was standing in the way of the ability of these teams to attract, retain and leverage diversity of thought.

The 26 Regional leaders engaged in the 360° assessment on the Inclusive Leadership Index (ILI) and then attended a five hour workshop on Driving Business Performance and Innovation through Inclusion. Their collective results were presented on the ILI as they worked through what inclusive behaviour looks like in the 21st century. The workshop focus was informed by the inclusion capability gap that was identified by the assessment, positioning leaders to drive innovation through inclusion more successfully.

Leaders received their personal ILI results post the session, identifying their strengths and developmental opportunities and allowing them to benchmark themselves against the team. In addition, the team reached

consensus on a range of practical action learning tasks that they would hold each other mutually accountable for implementing post the session. All these action projects were designed to embed inclusion techniques into their daily operating rhythm

"I now understand exactly what it means to be inclusive - there are 8 competencies I need to focus on and the ILI has translated these into practical observable and measurable behaviours for me. Magic!"

The impact of the session has led the APAC Regional Head to investigate opportunities to use this intervention across the APAC region.

D&I Champion

