



## KEYNOTE 3: RESILIENCE AND CHANGE

# How to Build a Culture of Belonging

This keynote draws from Heather's personal experiences as the only child of an interfaith and interracial marriage to inspire workforces to embrace the future of work, flex their empathy muscles, and master the art of active listening to ensure every employee feels valued, respected and supported. Active Listening is important at every level in an organization to prevent burnout, navigate change successfully, make customers happy, and grow profitability.



### This program is perfect for leaders and team members:

- ✓ Building cultures of belonging at work
- ✓ Seeking to honor their colleagues' diverse experiences and perspectives
- ✓ Educating themselves about other peoples' challenges

### The audience will leave with:

- ✓ A practical method to elicit feedback and unlock change and growth
- ✓ A greater understanding of the role they have to play in creating cultures of belonging at work
- ✓ The inspiration to show up each workday as their most authentic selves



*"Our team is now more engaged, we have brought onboard several strong performers, and Heather has developed a pipeline of prospective skilled employees for us in a market that is experiencing a severe shortage of manpower.*

**We expect substantial *growth* on both the top and bottom line."**

Steve Paul | Construction Management Executive, SPCS Construction Services