

VOICES OF CARE: LISTENING AS INCLUSION

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The Heart of Inclusion is Listening

Listening deeply, to understand, not just reply, is one of the most powerful ways we create inclusion.

For scheduling coordinators and managers, every phone call, message, or team chat is a chance to show someone that their voice matters. When we listen with empathy, we make space for care to grow.

Quick Tip: Empathy in Scheduling

- Ask how recent changes have affected staff before finalizing shifts
- Offer flexibility, when possible, especially during personal challenges
- Acknowledge emotions, “I can see that’s been tough. Let’s see what we can do”

Listening with Intention

True listening is an action, not a pause. It helps uncover barriers, spark solutions, and make others feel valued.

Ways to strengthen listening at work:

- Slow down: Give full attention when someone’s speaking
- Reflect back: “what I’m hearing is...”
- Ask open-ended questions
- Avoid jumping in with solutions right away: Sometimes people just need to feel heard

Inclusion starts when we stop assuming and start listening.

Resources

- Canadian Mental Health Association: Listening and Communication Tools
- CCDI: Inclusive Communication Practices
- Home Care Ontario: Building Trust with Clients and Teams