

Diversity, Equity, and Inclusion: Moving forward together

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Today

- Understanding the difference between diversity, equity and inclusion
- A key strategy to increase employee engagement, improve client experience and brand reputation
- 3 actions leaders can take to move the conversation forward with alignment of actions and words

Awareness check

We consistently make an effort to learn about and better understand backgrounds that are different from our own so that we can build trust and create a better experience within my organization

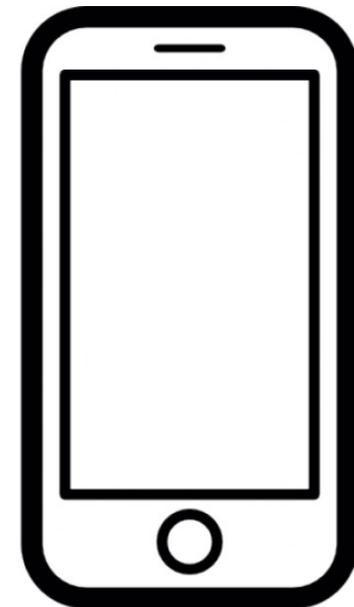
- (5) Always
- (4) Often
- (3) Sometimes
- (2) Rarely
- (1) Never



Awareness check

We actively seek knowledge and feedback about ways to create and enhance an inclusive culture

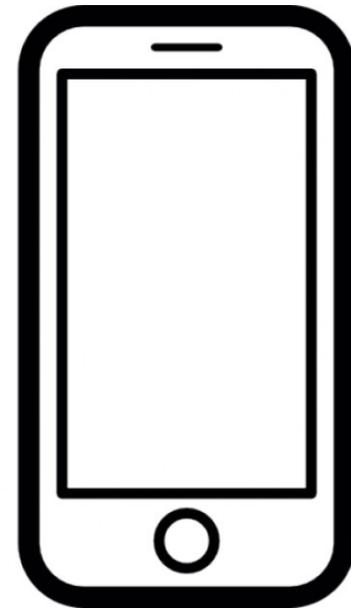
- (5) Always
- (4) Often
- (3) Sometimes
- (2) Rarely
- (1) Never



We actively review our policies and practices for inclusive practices versus historical conformity

Awareness
check

- (5) Always
- (4) Often
- (3) Sometimes
- (2) Rarely
- (1) Never





Knowledge check

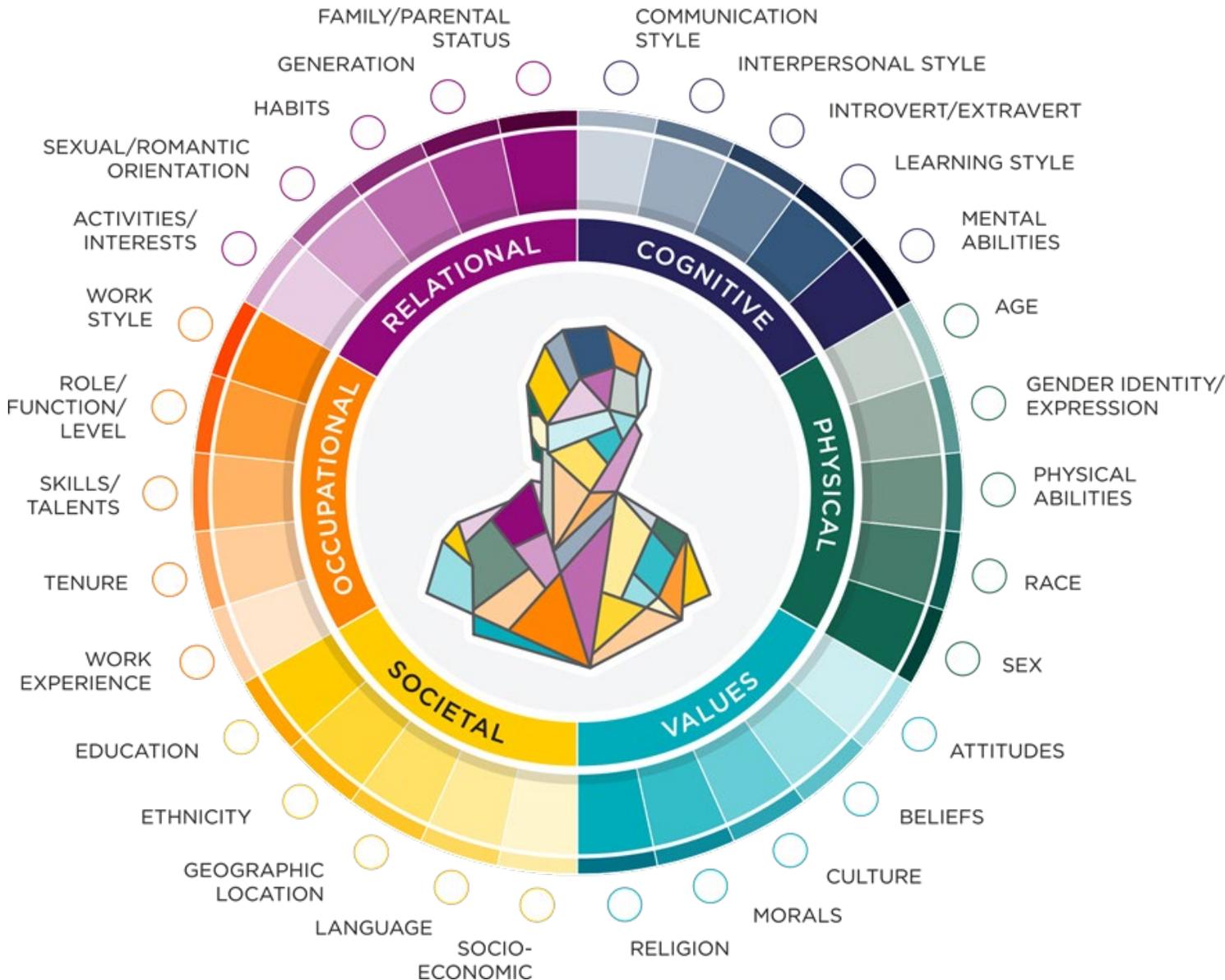
When you hear the word diversity what comes to mind for you?

When you hear the word inclusion what comes to mind for you?

When you hear the word equity what comes to mind for you?



What is Diversity?



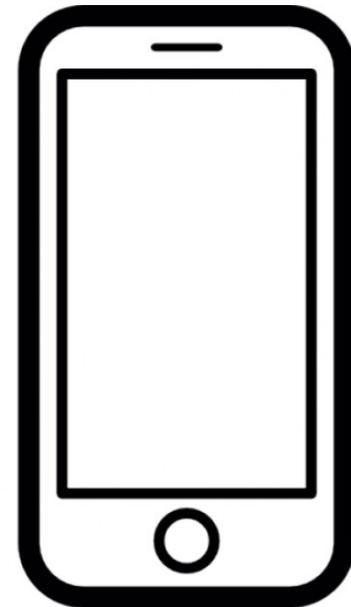
Diversity is the Fact

Broadly defined & includes all the dimensions of how we identify and connect with each other either in visible (*gender, ethnic, cultural, racial*) or less visible (*religion, sexual orientation, job level, organizational expertise, etc.*) ways.

Diversity is

Awareness
check

- (1) Good for business
- (2) Right thing to do



What is Equity?

Equity is the process

It is the guarantee of fair treatment, access, opportunity and advancement for all employees, leaders and clinicians while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups.

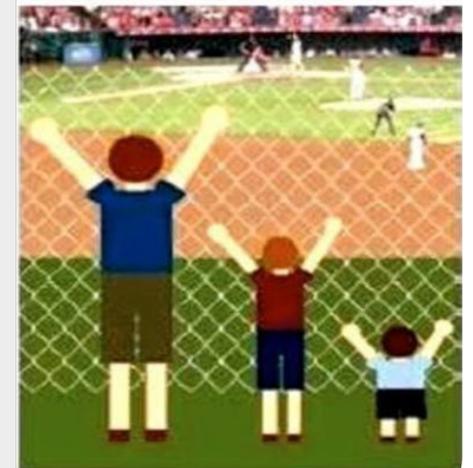
Equality



Equity



Inclusive design



What is Inclusion?



Inclusion is the Act

Creating an environment in which everyone feels valued, respected and appreciated.

It is the behavior

Awareness
check

Trust combined with inclusion
increases engagement

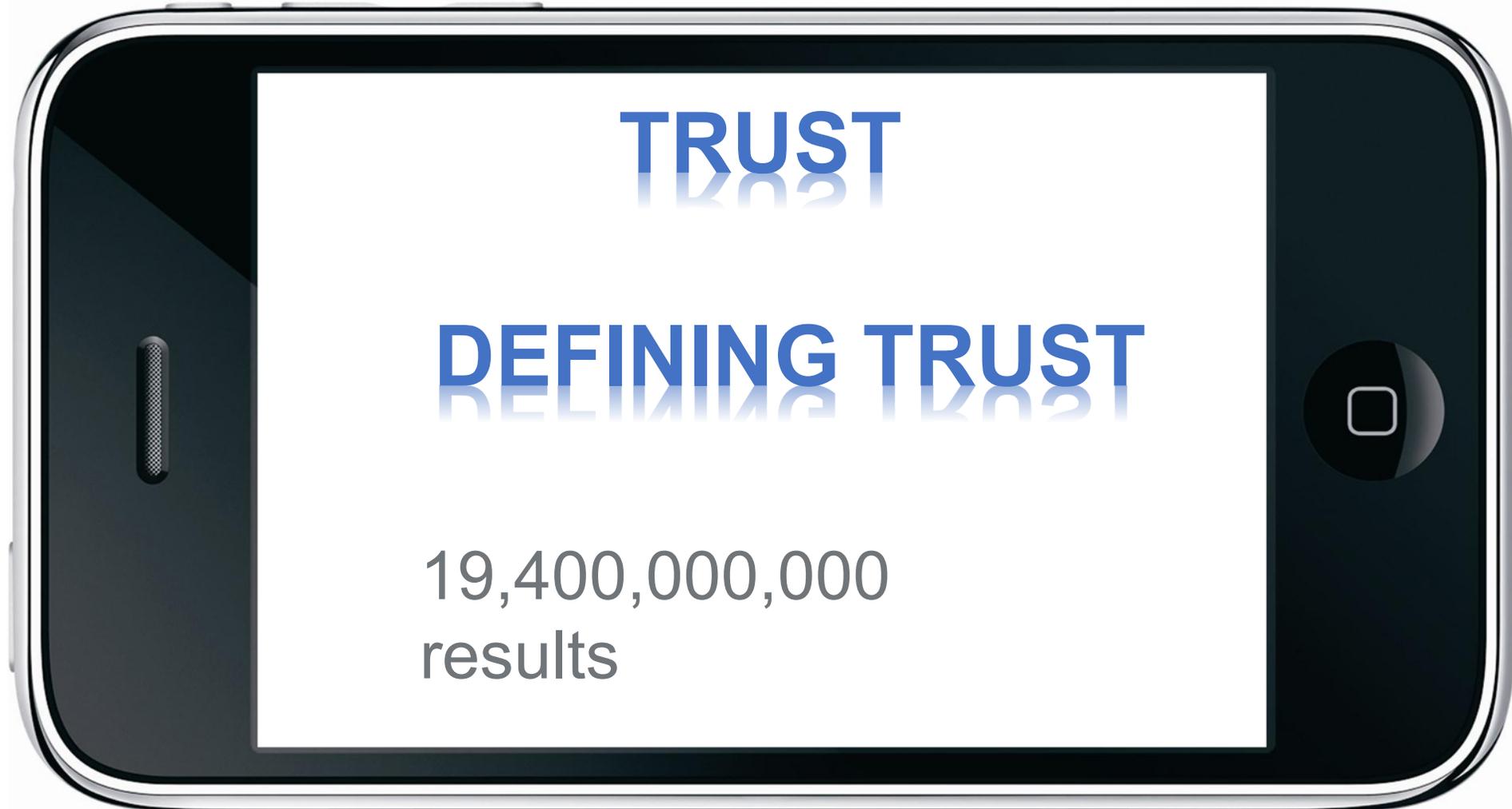
True
False



Key Strategy



Key Strategy



Importance of Trust in Building Relationships

- **Trust** combined with Inclusion increases engagement
- With people and associates
- Across brands, departments, functions, and teams
- When partnering with other companies, clients and vendors
- While providing service to customers
- Your employment brand/reputation

Importance of Trust

Work relationships

Business results

Brand reputation

Innovation

Customer satisfaction



How do you think trust impacts:

Day to day work and productivity?

Performance feedback?

Mentoring, development, and promotions?

Employee engagement?

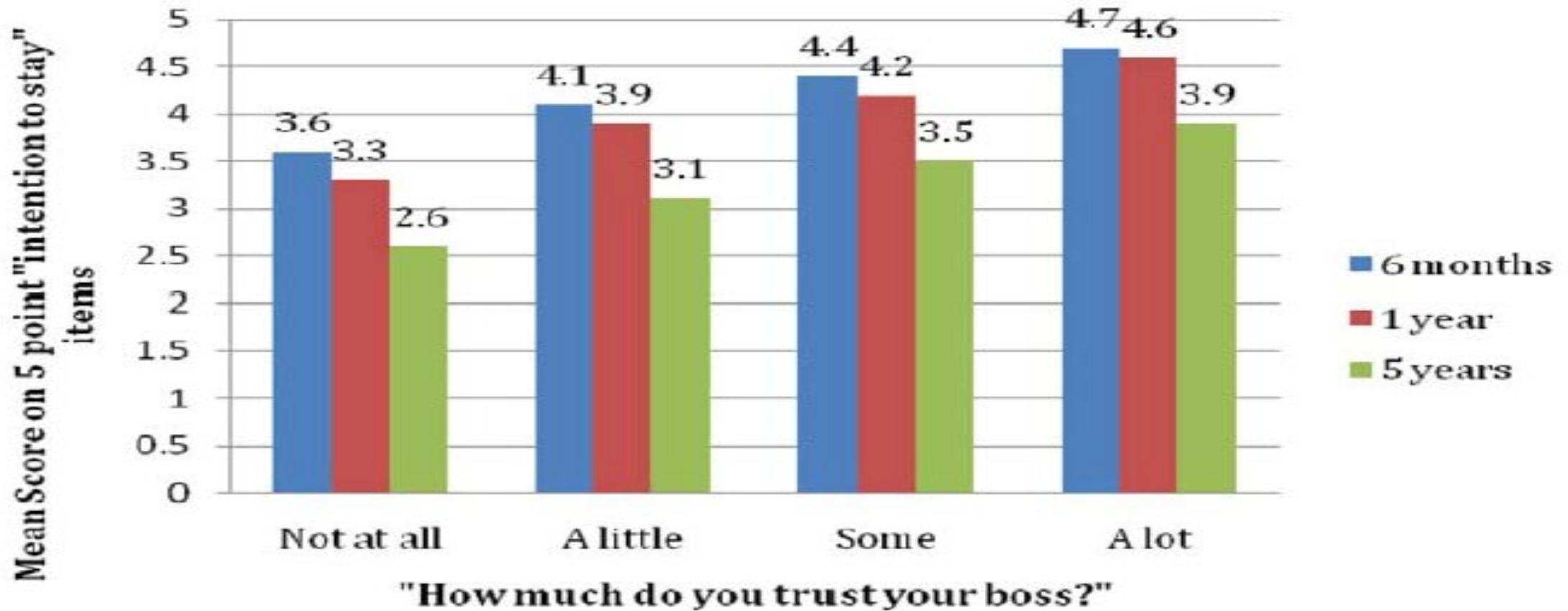
Work assignments?

Vendor relationships?

Customer service?

Importance of Trust

Trust in boss and intentions to stay



Building Trust Across Cultures

So, how do you go about
building trust?



Trust is given ...OR ...Trust is earned



3 key actions

A

L

L

3 key actions

A

- Increase your **AWARENESS**

L

- **LISTEN** to understand different views

L

- **LEARN**

What do you
see?

Same Reality...
...Different Views



WHAT
ACTIONS
WILL YOU
TAKE TO
MOVE
FORWARD
TOGETHER?





The power of trust in a diverse workforce



A key strategy to increase employee engagement, improve client experience and enhance the brand reputation

Exercise: Power of Trust

How likely would you be to do the following for someone whom you trust, and for someone whom you do NOT trust?	Person I trust	Person I do NOT trust
	Very Unlikely-----Very Likely	Very Unlikely-----Very Likely
1. Let them operate with limited oversight from me.	0 1 2 3 4	0 1 2 3 4
2. Use them as a sounding board for innovative ideas I have.	0 1 2 3 4	0 1 2 3 4
3. Rely on their information to make decisions.	0 1 2 3 4	0 1 2 3 4
4. Seek their assistance on projects.	0 1 2 3 4	0 1 2 3 4
5. Count on them to advocate for my good work	0 1 2 3 4	0 1 2 3 4
6. Share my career aspirations so they may support my development and advancement.	0 1 2 3 4	0 1 2 3 4
7. Count on them to inform me of dissatisfactions others may have of me so that I can address them.	0 1 2 3 4	0 1 2 3 4
8. Confide in them about my “weaknesses” and “failures” to help me overcome them.	0 1 2 3 4	0 1 2 3 4
9. Share nice-to-know information that doesn’t impact immediate business, but which could be useful sometime.	0 1 2 3 4	0 1 2 3 4
10. Invite them into my business networks.	0 1 2 3 4	0 1 2 3 4
11. Advocate for them to others.	0 1 2 3 4	0 1 2 3 4
12. Tell them of projects in the organization that may interest them.	0 1 2 3 4	0 1 2 3 4
13. Support their ideas when they are under fire.	0 1 2 3 4	0 1 2 3 4
14. Proactively provide them with ideas on how they can improve their personal performance.	0 1 2 3 4	0 1 2 3 4
16. Recommend that others join their organization if they are in need of resources.	0 1 2 3 4	0 1 2 3 4
TOTAL		

Today

- 3 actions leaders can take to move the conversation forward with alignment of actions and words
- Trusted 10
- How to build trust and expand your trusted 10

Importance of Trust

- Work relationships
- Business results
- Brand reputation
- Innovation
- Customer satisfaction



How do you think trust impacts:

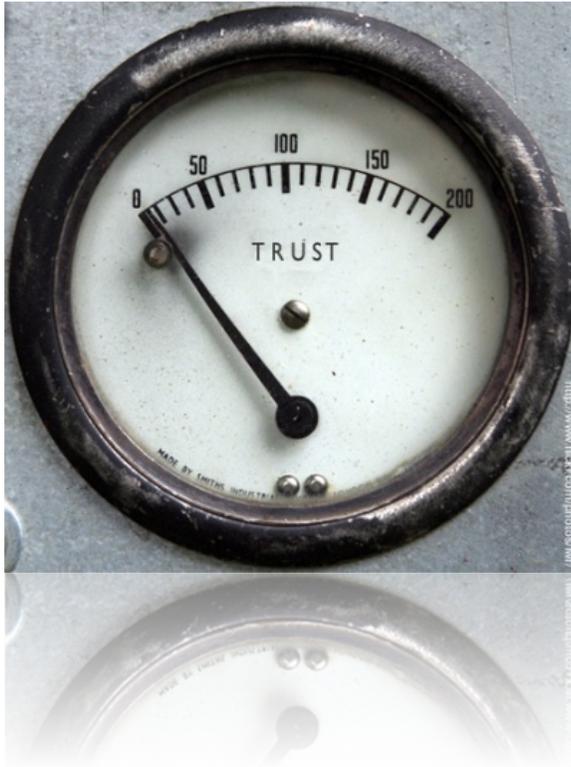
- Recruiting process?
- Day to day work and productivity?
- Performance feedback?
- Mentoring, development, and promotions?
- Employee engagement?
- Community giving?
- Work assignments?
- Vendor relationships?
- Customer service?
- Go-To People?
- Learning Loops?

Exercise

Trusted 10

Think of the first names or initials of people you trust (not your family members), and write them down

When Trust is Lacking



Organizationally

- Low productivity
- High turnover
- Turf wars
- Work-related accidents
- Inaccurate rumors
- A high fear factor among employees
- Lack of creativity/innovation

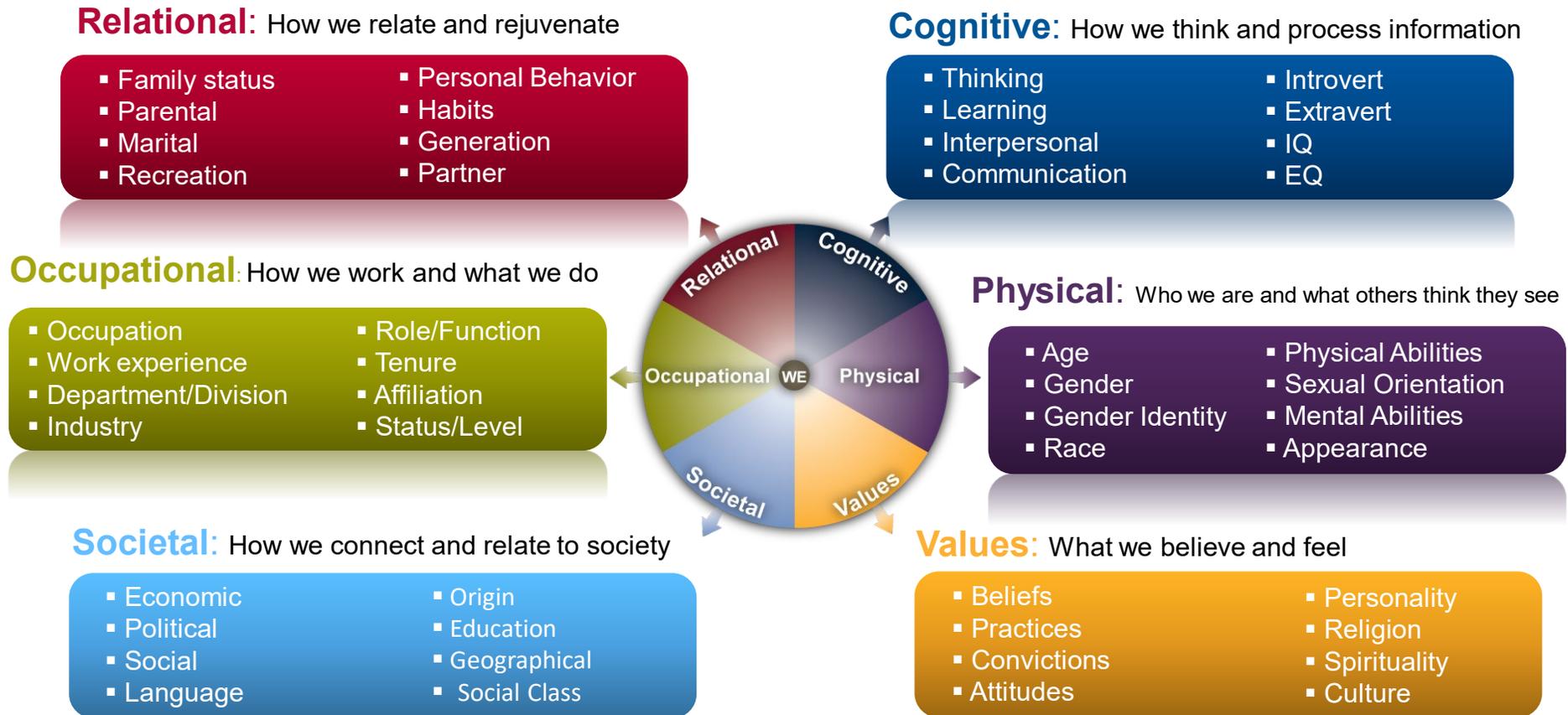
Individually

- Low initiative
- Lack of engagement
- Defensiveness
- Dissatisfaction
- Intent to leave

How Do You Build Trust With Employees?



Building Trust and Engagement



We are All Diverse!!!!

Relational: How we relate and rejuvenate



Cognitive: How we think and process information



Occupational: How we work and what we do



Physical: Who we are and what others think they see



Societal: How we connect and relate to society



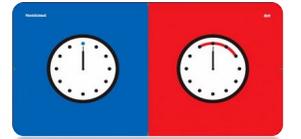
Values: What we believe and feel



Building Trusting ----- Across Cultures

Use of Time

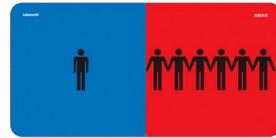
Tight/Fixed Time



Loose/Fluid

Identity

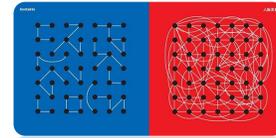
Individual



Group

Work Habits

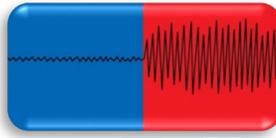
Tasks (Transactional)



Relationship (Interpersonal)

Emotions

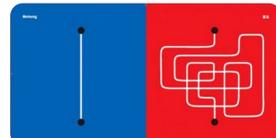
Controlled



Expressive

Communication

Explicit



Implicit

As to time preferences, generally I tend to be more...

Tight/Fixed Time ----- Loose/Fluid Time

1. Strongly Fixed Time
2. Moderately Fixed Time
3. Middle
4. Moderately Fluid Time
5. Strongly Fluid Time

As to my identity, generally I tend to be more...

Individual Oriented----- Group Oriented

1. Strongly Individual
2. Moderately Individual
3. Middle
4. Moderately Group
5. Strongly Group

As to my work habits preferences, generally I tend to be oriented to...

Task ----- Relationships

1. Strongly Task
2. Moderately Task
3. Middle
4. Moderately Relationships
5. Strongly Relationships

As to my emotional preferences, generally I tend to be more...

Controlled ----- Expressive

1. Strongly Controlled
2. Moderately Controlled
3. Middle
4. Moderately Expressive
5. Strongly Expressive

As to my communication preferences, generally I tend to be more...

Explicit/Direct----- Implicit/Indirect

1. Strongly Explicit/Direct
2. Moderately Explicit/Direct
3. Middle
4. Moderately Implicit/Indirect
5. Strongly Implicit/Indirect

What do you
see?

Same Reality...
...Different Views
and Impact



Pest.

Pet.

Appetizer.

Trust looks different too

Strategies to increase engagement, improve client experience and brand reputation

SHIFT MINDSET

Create behavioral change through experiential sessions that inspire and enable colleagues to put personal change commitment into actions

INSTITUTIONALIZE CULTURE

Reinforce desired behaviors by embedding culture principles into programs, institutional processes, every-day colleague practices and ways of working

ENGAGE AND ENERGIZE THE ORGANIZATION

Engage and energize colleagues in the culture journey through Culture Champions, exciting marketing campaigns, and fun events that drive awareness, understanding and change

What do you notice – Test your awareness



What do you
see?

Same Reality...
...Different Views



THANK YOU!

