Welcome to | Diversity & Inclusion

Valuing Workforce Diversity

- Express and discuss issues concerning diversity

- Create a personal awareness of how we view ourselves and others

- Use skills to communicate effectively in a diverse organization

Agenda

- **Introductions**

- **Personal Perspective**
  - Stereotyping / Video

- **Organizational Perspective**
  - Unwritten Rules / Methods of Exclusion

- **Case Studies**

- **Personal Application Plan**

- **Summary & Wrap Up**

Diversity Business Issues

- Changing Market & Workforce

- Talent Retention

- Productivity

- Enhance Teamwork

- Legal & Compliance Pressures

Did you know….?

- In 1950, 29% of the workforce was female. Today it stands at 47%.

- Women own close to 10 million businesses, accounting for $1.4 trillion in receipts.

- African Americans comprise 12.6% of the workforce.

- Over 13% of the U.S. population speaks a language other than English at home.

- Today's workforce consists of 15 million workers age 55 or older.

- The number of Americans over age 55 in the labor force is projected to increase from 35.7 million in 2016 to 42.1 million in 2026, and, by 2026, aging workers will make up nearly one quarter of the labor force. These significant changes will present tremendous opportunities and challenges

- As of July 1, 2002, Hispanics are the largest minority race or ethnic group in the U.S. – comprising 38.8 million people.

Perspectives and Trends

- Racial inequality

- Improving Gender Diversity

- Social Well-Being

- Investing in Mental Health

Diversity Benefits

- Culture of Respect & Equality

- Innovation and Creativity

- Enhanced Marketing Efforts

- Expanded Labor Pool

- Improved Teamwork

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Definition of Workforce Diversity

The variety of ethnic, racial, gender, cultural, and other perspectives available to reach company goals

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Implicit Biases

An implicit bias is an unconscious association, belief, or attitude toward any social group.

It is important to remember that implicit biases operate almost entirely at an unconscious level, occurring outside of our control.

WHY?

Your brain takes in information and forms associations and generalizations.

The natural tendency of the brain is to sift, sort, and categorize information about the world.

We seek patterns.

We take shortcuts.

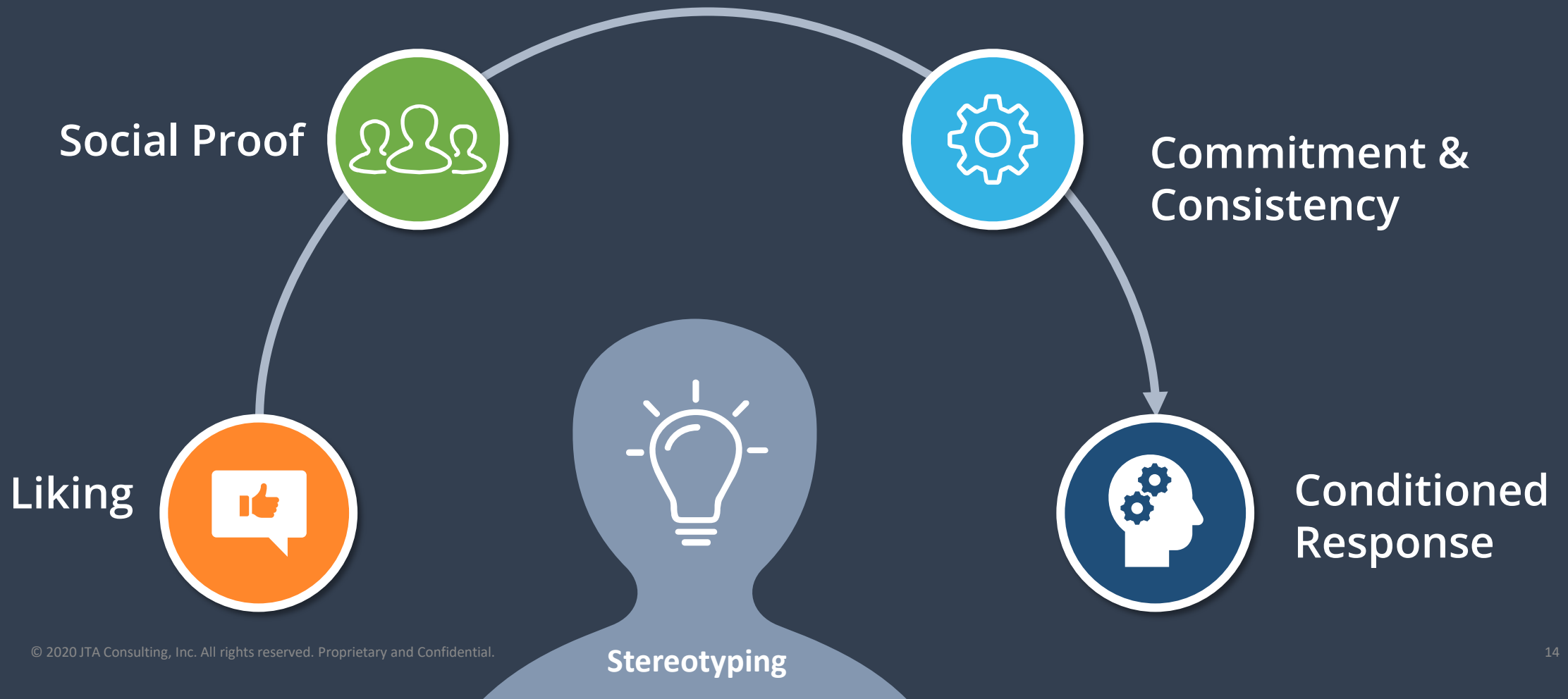We are influenced by experience and social conditioning.

Stereotypes

Often implicit biases which may cause people to attribute certain qualities or characteristics to **all members** of a specific group or population.
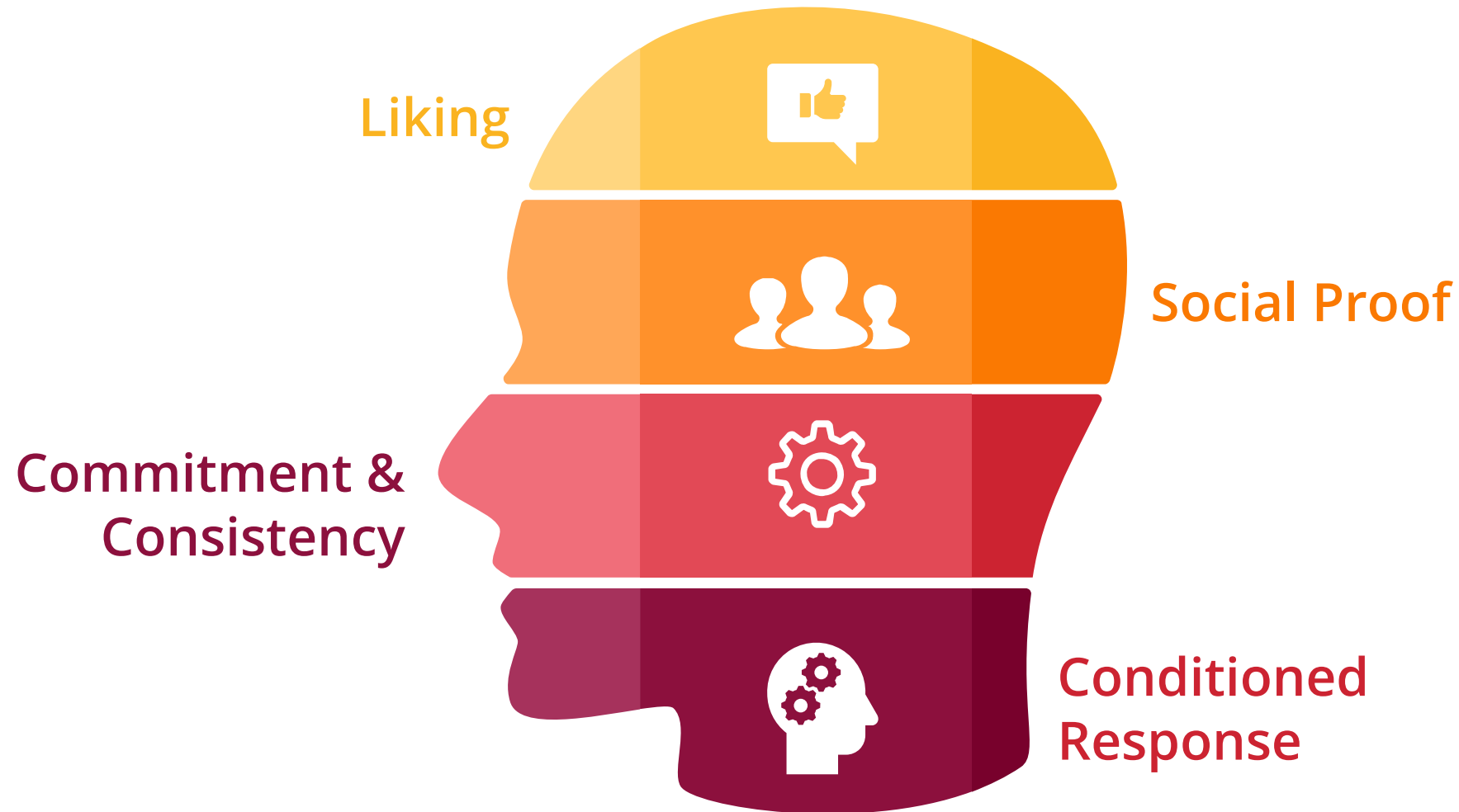
Principles Behind Stereotyping

Social Proof

Commitment & Consistency

Liking

Conditioned Response

Stereotyping

Principles Behind Stereotyping (alternate layout)

Liking

Social Proof

Commitment & Consistency

Conditioned Response

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Triggers: Visible Characteristics

- Skin color

- Gender

- Hair style

Triggers: Uncovered Characteristics

- Accent

- Age

- Marital Status

Triggers: Non-Verbals

- Style of clothing

- Eye contact

- Weak or strong handshake

Triggers: Effect on Communication

- Inhibit effective communication

- Associations based on stereotypes

- Poor decision making

- Encourage stereotypes

Our Responsibility

- Focus on people as individuals. Rather than using stereotypes to define others, spend time considering them on a more personal and individualized level.

- Work on consciously changing the stereotypes you subscribe to. Adjust if you recognize your response to others is rooted in biases or stereotypes.

- Alter your perspective. Try seeing things from another's point of view. Practice empathy.

Bias Checking Process

- Question stereotypes

- Question assumptions

- Focus on facts

Triggers may affect these interactions

- Interpersonal communication

- Feedback (formal and informal)

- Task Delegation

- Decision making

- Conflict Resolution

- Coaching and Mentoring

Bias Checking Exercise

- Identify the possible stereotype

- Identify the possible assumption

- Identify a possible action to overcome the assumption or stereotype

Modes of Perception

Parochial	" *There is only one way to get the work done.* "
Ethnocentric	" *There is a best way to get it done.* "
Synergistic	" *There is no one best way to reach goals.* "

Unwritten Rules

- Informal structure of an organization
- Codes of behavior dictated by the members of the dominant culture to all others
- Different rules for different groups

SILENCE

- During discussions about race, sexual orientation, gender, gender identity, or any marginalized group, members outside of that group experience negative emotions including guilt, shame, fear, or anger.

- When these feelings are not addressed and are ignored and resisted, the resistance takes on the form of silence.

MICROAGGRESSION

A statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group.

Methods of Exclusion

- Non-entry

- Pigeon-holing

- Glass wall

- Glass ceiling

- Hostile environment

Methods of Inclusion

- Open membership

- Shared influence

- Mutual respect

- Candor

- Objective job criteria

- Fairness

What Can You Do?

- Review company materials, website, documents to ensure they promote inclusivity.

- Help your organization identify how they can be more inclusive.

- Shatter stereotypes

- Start a movement, group, or committee at your company

- Educate yourself

- Educate others

Thank You

And Good Luck!