


To receive codes for the recertification credits, plan to attend all 60 minutes of this webinar.


Insight


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Diversity and Inclusion in the Workplace

Presented by
Brody Zucker, PHR, SHRM-CP

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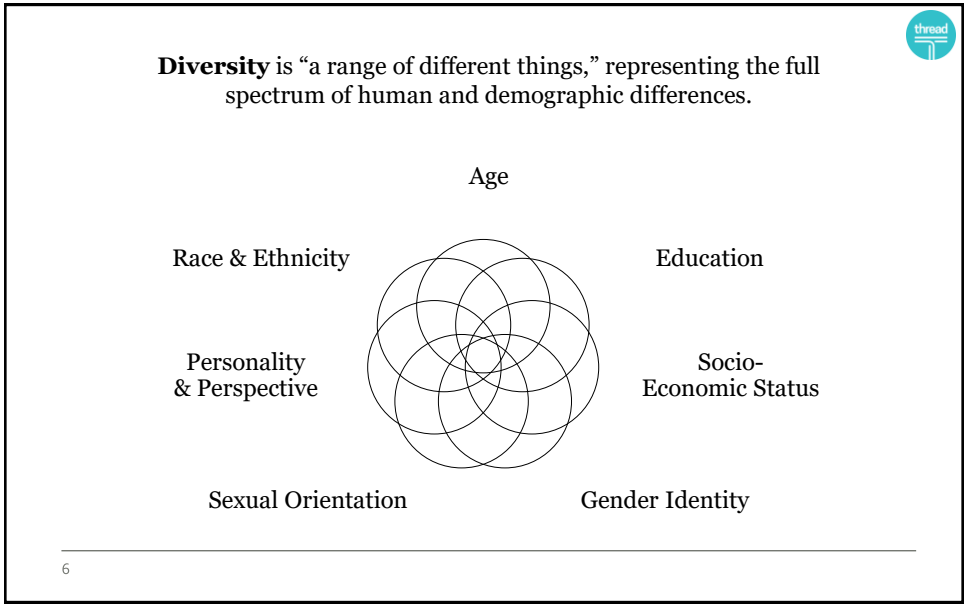
Agenda

- What Diversity & Inclusion is
- What Drives Diversity & Inclusion
- What Bias Is
- Supporting D&I Initiatives in Your Workplace
- Q & A

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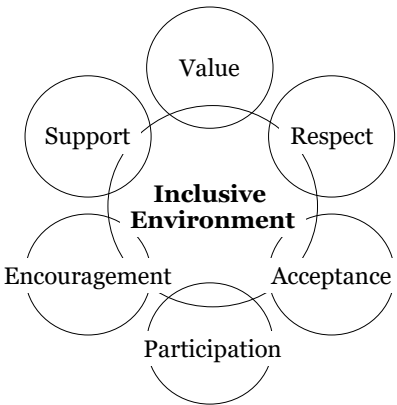


What is Diversity & Inclusion (D&I)






Inclusion is “the action or state of including or of being included within a group or structure” and refers to a cultural feeling of belonging.



“Diversity is being asked to the party...

Inclusion is being asked to dance.”

VERNÁ MEYERS, AUTHOR



**Diversity & Inclusion
in the Workplace**

A workforce that represents the full spectrum of human demographic differences and provides a cultural feeling of belonging which, in return, creates a space where innovation thrives.

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thread



What Drives Diversity & Inclusion

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The Chicken & the Egg Dilemma



Diversity
 A range of different things, representing the full spectrum of human and demographic differences.



Inclusion
 Everyone has a sense of belonging and feels respected and valued enough by others so they can do their best at work.





Equality
 Everyone is given equal access to opportunities.



Understanding Terminology

- Biological Sex / Sex Assigned at Birth
- Gender Identity
- Gender Expression
- Pronouns
- Sexual Orientation

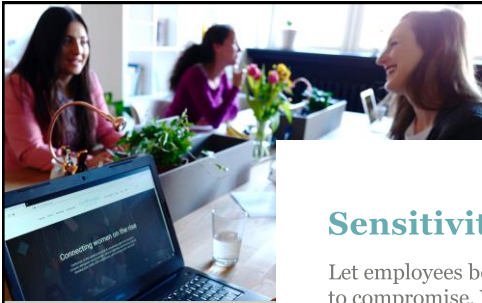




Reflect Your Company Mission and Values

The culture of a workforce should be a reflection of its mission, values, and people.

- Constantly re-evaluate your company values
- Encourage employees to reinforce and influence the culture of your company
- Inclusive environments are a reflection of the values of the company; employees should play an ongoing role in shaping company values

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Sensitivity and Awareness

Let employees be authentic and eliminate the need to compromise. **Who does this affect?**

- Up to 87% of LGBTQI+ employees and 67% of women of color
- 37% of African Americans and 45% of Asians
- Women in science, engineering, and technology industries
- Victims of sexual assault

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Underrepresented Employees


Women and Off-Ramping

- 45% 'off-ramp' to care for children
- 24% 'off-ramp' to care for elder family members (increasing)

LGBTQI+ workers

- 46% remain "closeted" at work
- 53% have reported overhearing inappropriate jokes about lesbian or gay people while at work

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Taking Action: Networking and Visibility

Creating Mentorship Programs

- Key to rising above uneven playing fields
- Identify areas of opportunity that match interests and strengths
- Mentors act as advocates
- Program increases engagement and reduces first-year turnover rate

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Taking Action: Networking and Visibility

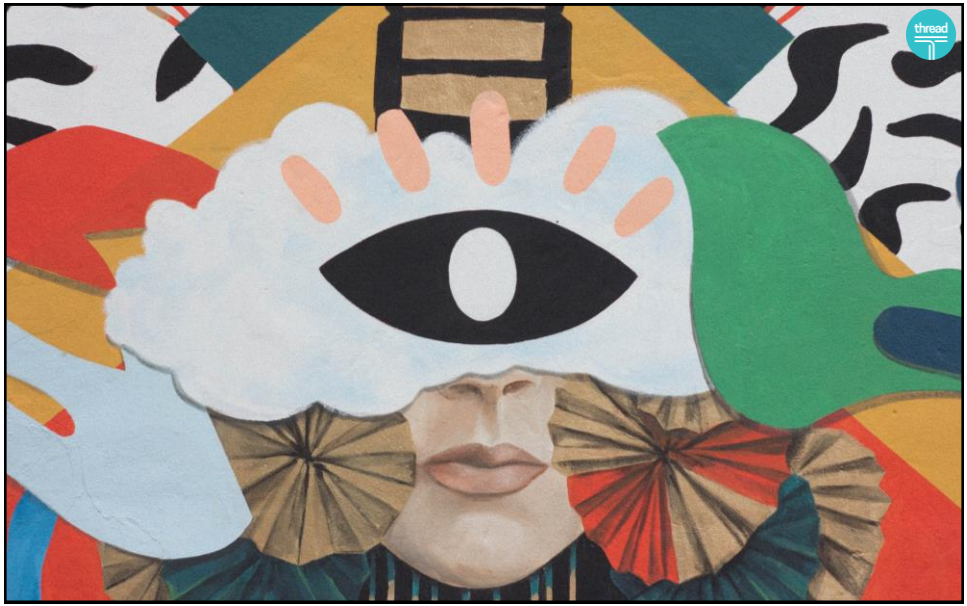
Reverse Mentorships

- Pairs a younger, less experienced employee with a senior level employee or executive
- Creates process for evaluating the current landscape of the younger workforce to determine the future direction a business might take
- Facilitates knowledge-sharing

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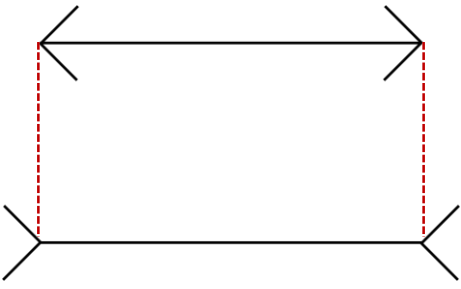


What is Bias?



Perception: Using our senses to interpret the world around us

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Perception: Using our senses to interpret the world around us

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Recognizing Your Biases: Stop

- Pretending you can be completely unbiased
- Making unfair assumptions about those on your team
- Treating some people on your team as favorites
- Assessing people based on stereotypes
- Communicating low performance expectations to certain members of your team
- Treating some people with indifference

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Recognizing Your Biases: Start

- Identifying your possible biases and not allowing them to influence you
- Making positive assumptions about everyone on your team
- Communicating high performance expectations to everyone on your team
- Asking for input and ideas from all team members
- Distributing assignments more equally
- Giving recognition and praise to everyone on your team
- Giving corrective feedback to everyone on your team

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Cognitive Biases




Examples

- **Halo Effect:** Allowing one perceived *positive* trait to overshadow an individual's all other traits, behaviors, actions, or beliefs
- **Horns Effect:** Allowing one perceived *negative* trait to overshadow an individual's all other traits, behaviors, actions, or beliefs


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Dimensions of Diversity

-  **Visible**
(Age, ethnicity, gender expression, etc.)
-  **Invisible**
(Gender identity, sexual orientation, socio-economic status, etc.)
-  **Organizational**
(Education, skills, experience, etc.)

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Unconscious Bias: Takeaways

Unconscious bias is more likely when you're:	What to consider in decision-making:
<ul style="list-style-type: none">• Rushed• Stressed• Tired or fatigued• Under pressure	<ul style="list-style-type: none">• Is it the bias speaking?• Does this person remind you of someone?• Are there patterns of thought?• Are structured processes helping or hurting?

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Unconscious Bias: Takeaways

Take Action:

- Be a “bias-spotter”
- Recognize your possible biases
- Make positive assumptions about everyone
- Communicate and ask for input
- Distribute, recognize, and correct equally

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Supporting D&I Initiatives in your Workplace



Increasing Diversity

Ask “If I was [*class/status*], **would I have a fair chance?**”

- If I was non-binary
- If I didn’t have a four-year degree
- If I had an obvious disability
- If English wasn’t my first language
- If I had a gap in employment

If the answer is no, there’s a barrier to accessing high quality, diverse candidates.



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Identifying Barriers to Inclusion

- Recognize that we all look through the lens of our own experience which impacts our expectations of others
- Encourage HR and hiring managers to be aware of their own privilege and bias
- Be aware of “normativity”

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Similarity

People like, and identify with, people like themselves

- Think of five people in your life whom you are closest with
- Consider for each of the five:
 - Cultural background
 - Education
 - Sexual preference and identity
 - Language

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Identifying Barriers: Degrees


Review HR, interview, and hiring processes for hidden bias around:

- Preferred vs. required degrees
- Favoring Ivy League schools

Focus on:

- Experience
- Certifications
- Soft skills

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Identifying Barriers: Candidate Sourcing

Review HR, interview, and hiring processes for hidden bias around:

- Referral-based hiring
- Where job ads are placed
- Promotional messaging
- Workforce solutions
- Public representation

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Hiring for Contribution

- Increases engagement
- Generates new ideas
- Encourages innovative thinking
- Creates a diversity in problem solving
- Expands and evolves corporate culture


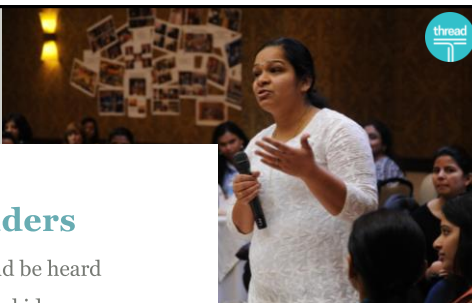
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Challenge Existing Practices

- Address biases
- Strive for consistency
- Limit interviews to factual and job-related
- Challenge hiring decisions
- Hire for cultural contribution
- Create an inclusive workplace

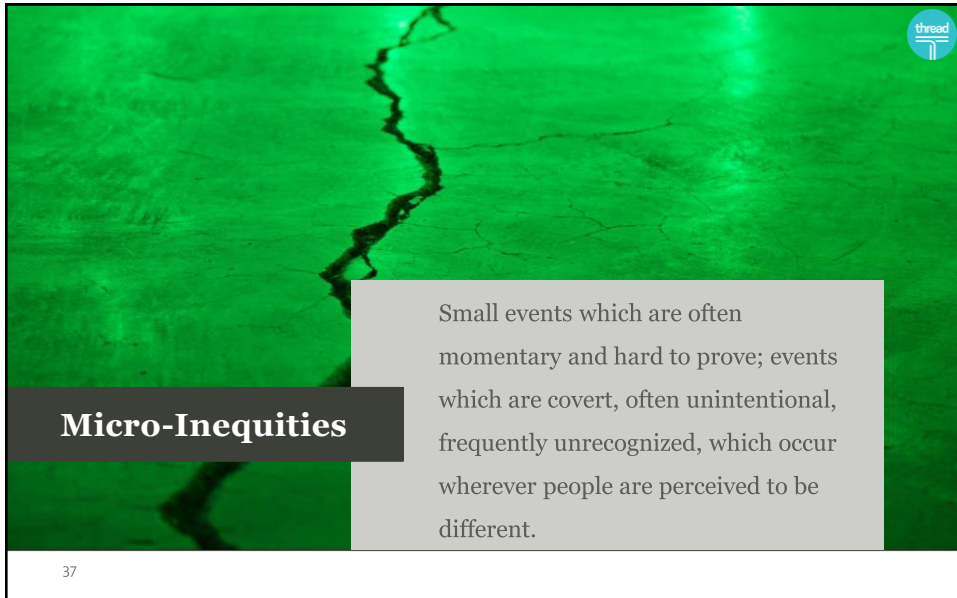
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Develop Better Leaders

- Encourage others to speak up and be heard
- Make it safe to share controversial ideas
- Empower employees to make decisions
- Collect feedback and follow up
- Celebrate team members who encourage an inclusive environment

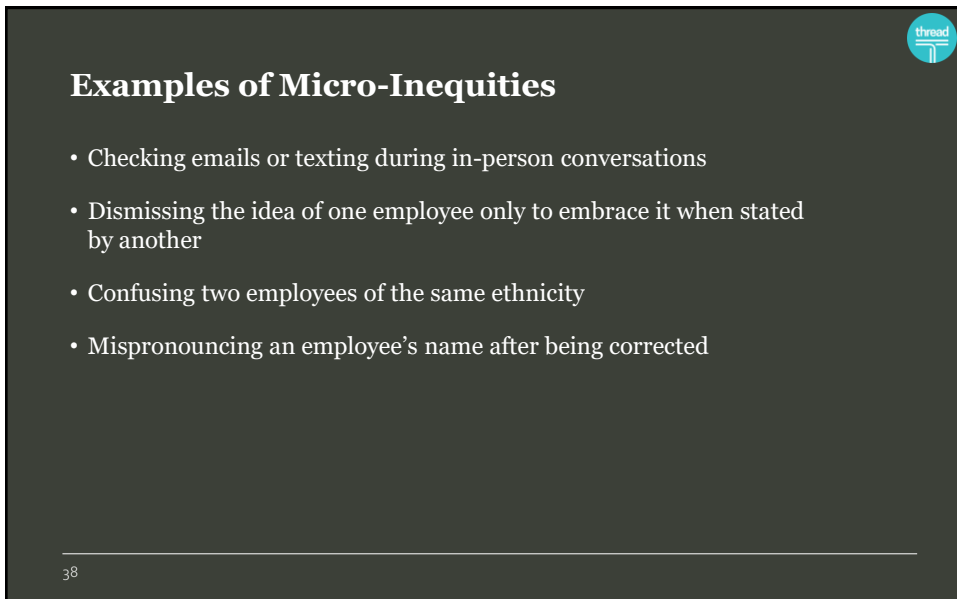
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A slide with a green background featuring a cracked, stone-like texture. A dark grey horizontal bar on the left contains the title "Micro-Inequities" in white. A light grey text box on the right contains the definition. A small blue "thread" logo is in the top right corner. The number "37" is in the bottom left corner.

Micro-Inequities

Small events which are often momentary and hard to prove; events which are covert, often unintentional, frequently unrecognized, which occur wherever people are perceived to be different.

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A dark grey slide with a "thread" logo in the top right corner. The title "Examples of Micro-Inequities" is in white. Below it is a bulleted list of four examples. The number "38" is in the bottom left corner.

Examples of Micro-Inequities

- Checking emails or texting during in-person conversations
- Dismissing the idea of one employee only to embrace it when stated by another
- Confusing two employees of the same ethnicity
- Mispronouncing an employee's name after being corrected

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Examples of Micro-Inequities

- Overuse of sports references in meetings
- Interrupting someone
- Excluding employee from a business decision because it was made in a venue when that was not equitable to all (sports bar, family event, religious gathering)
- Using non-inclusive phrases (Christmas Party vs. Holiday Party)



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Positive Affirmations

- Greet every person with sincerity, a smile, and their name
- Connect with all team members one-on-one
- Focus complete attention on the other person when they speak; let your facial expression and body language show that you are listening
- Engage all team members and draw them out with questions
- Show your appreciation, praise strengths and contributions
- Practice the Golden Rule

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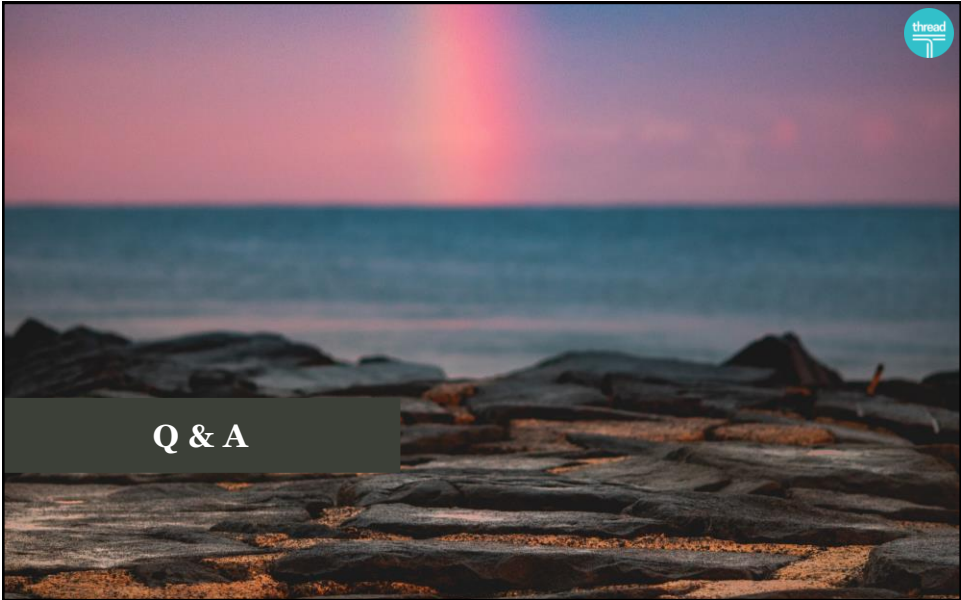
“Diversity is about **the ingredients**,
the **mix of people** and **perspectives**.

Inclusion is about **the container**—the
place that allows employees to **feel**
they belong, to feel both **accepted**
and **different**.

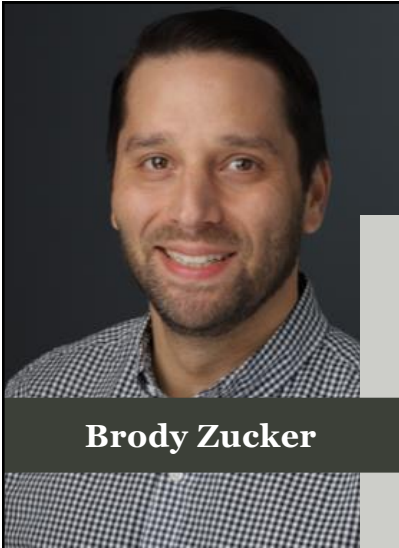

You need a group of people who think
differently—in a **container that’s**
safe to share those differences.”

—
JOE GERSTANDT, D&I CONSULTANT

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Q & A

Brody Zucker

PHR, SHRM-CP | HR Consultant

Brody has over 13 years of experience in HR & customer service, supporting client companies within the small- and medium-sized markets. He has a focus on identifying opportunities for growth and evolution within his client companies and strives to make his clients better HR practitioners. His past personal involvement with a small non-profit startup has created a special sense of devotion to supporting businesses that share a values-based social responsibility.

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