



Diversity and Inclusion

Katie Dowling

Human Resources Business Partner

December 2019





Meet our team for this HR Teleclass: Diversity and Inclusion

Your host



Francine Dillard
Director of Learning
and Development

Your SME



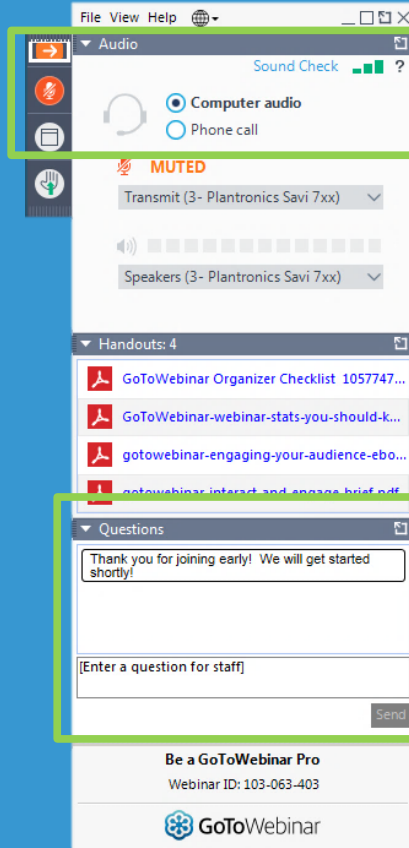
Katie Dowling
Human Resources
Business Partner

Your producer



Rhett Davis
PLAD LMS
Administrator

Attendee Control Panel



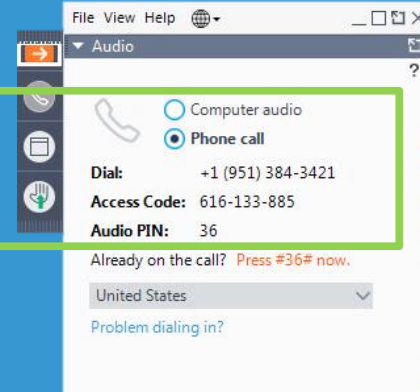
The screenshot shows the GoToWebinar Attendee Control Panel. It includes a top navigation bar with 'File View Help' and a globe icon. Below this is a 'MUTED' status indicator. The 'Audio' section is highlighted with a green box, showing 'Computer audio' selected and 'Phone call' as an option. Below the audio settings are 'Transmit' and 'Speakers' dropdown menus. The 'Handouts' section shows a list of documents. The 'Questions' section has a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. At the bottom, it says 'Be a GoToWebinar Pro' and 'Webinar ID: 103-063-403'.

Listen in through computer audio,
headset recommended

OR

Select Phone Call to see the
number to call, Access Code and
PIN


Type your questions
or just say hello here.



The screenshot shows the 'Audio' settings window. It has a 'MUTED' status indicator. The 'Audio' section is highlighted with a green box, showing 'Phone call' selected and 'Computer audio' as an option. Below this are the following details: 'Dial: +1 (951) 384-3421', 'Access Code: 616-133-885', and 'Audio PIN: 36'. There is also a 'Problem dialing in?' link.

Rules of Engagement

1 Enjoy the session and be open to new ideas.
(We'll record this session for on-demand access)

2 Actively participate. This symbol  indicates it's time to participate using the interactive tools on screen.

a Your audio is muted to ensure best delivery of the teleclass

b If you lose your connection, please hang up, log back in online

3 Be present! Put other technology aside or off—resist the urge to multitask. Beginning Attendance

CODE: HEALTHY



Welcome!



Human Resources Professional with over 10 years of Human Resources and supervisory experience in various industries. Joined the Pathways team in July 2016.

Katie Dowling, SHRM-CP

Human Resources Business Partner – West Region

Poll Question



Diversity and Inclusion means the same thing.

- A. True
- B. False

Please select the appropriate response and click Submit.

Diversity

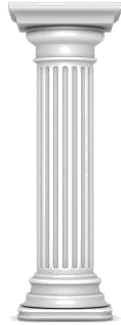
- A measure of difference in identity
- Equal representation
- Understanding, accepting and valuing differences between people
 - Differences in races, ethnicities, genders, ages, religions, disabilities, and sexual orientations
 - Differences in education, personalities, skill sets, experiences, and knowledge bases



Types of Diversity: Diversity of Experience



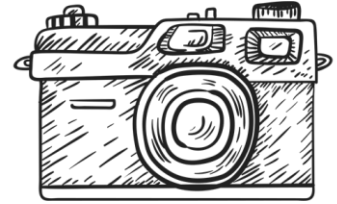
time



tenure



industry



life experiences



Types of Diversity: Thinking Styles and Personalities

Adventurous Helpful Affable Humble Capable

Conscientious Keen Cultured Meticulous Dependable Observant

Encouraging Precise Exuberant Reliable Fair Sociable Fearless

Imaginative Charming Impartial Confident Independent

Trusting Gregarious Valiant Persistent

Discreet Optimistic Dutiful

Inclusion

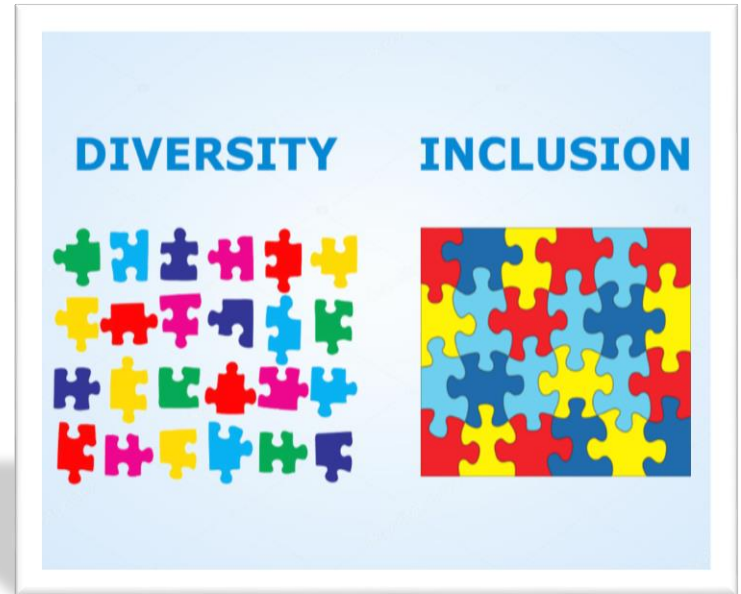
- Deliberate act of welcoming and valuing diversity
- Respect for and appreciation of other's differences
- More about incorporation than accommodation



Diversity and Inclusion is different but intertwined

Diversity and Inclusion:

Company's mission, strategies, and practices to support a diverse workplace and leverage the effects of diversity to achieve a competitive business advantage



Discussion Question



What are some benefits of a diverse and inclusive workplace?



Use your questions panel to type in your answer



The Benefits of Inclusion

Happier Employees

Growing Culture

New Knowledge

Increased Production

Greater Diversity

Committed
to being an

Inclusive
Employer



Poll Question



Diversity and inclusion are solely our Human Resources department's responsibility.

- A. True
- B. False

Please select the appropriate response and click Submit.



How Can Supervisors Promote Diversity and Inclusion?

Lead employees by example; respect people and differences in the workplace. Walk the talk.

Create a welcoming, inclusive environment in which to conduct business.

Incorporate diversity in policies, strategic plans, operational procedures.

Learn and practice early conflict resolution strategies by using effective, and open communication; empower your employees; requires trust.

Demonstrate executive commitment to diversity on an ongoing and regular basis.



How Can Employees Promote Diversity and Inclusion?

Practice **positive, constructive work habits** in the workplace

Contribute to their fullest potential

Recognize and **respect others** and their individuality

Think before they speak and be **sensitive to others**

Discuss differences and ask tactful questions about how people want to be treated

Eliminate stereotypes and generalizations





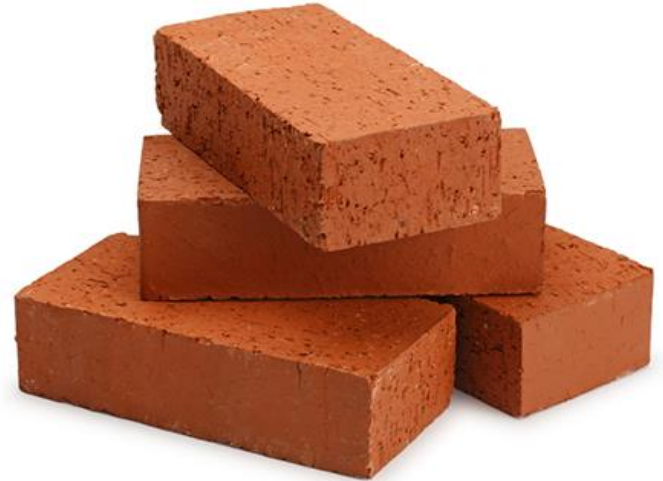
Building a Diverse and Inclusive Culture

Get leaders on board

Offer training

Communicate the importance

Integrate diversity and inclusion strategies



Assessing a Culture of Inclusion

Ask Employees

Inquire about the work environment, the culture and worker's feelings about the culture and environment

Do employees feel the need to “code switch” at work?

How do employees feel about offering their opinions based on their experiences?

Do employees feel their perspectives are well received?

Listen and Respond

Listen to employees' concerns

Address concerns

- Begin with concerns that needs the most attention

Listen to employees' ideas

- Respond by making them actionable or following up with them

Tackle Unconscious Bias

Be aware and question unconscious bias

Don't reinforce unconscious biases within your team.

Encourage employees to review, question and analyze their own personal biases and assumptions

Cover up names on resumes, have diverse interview panels and ask every candidate the same questions.

Tackling Unconscious Bias

Interview questions

Projecting a diverse image

Panel/team interviews

Conduct reference checks

Ask why candidates turn you down

Monitor turnover

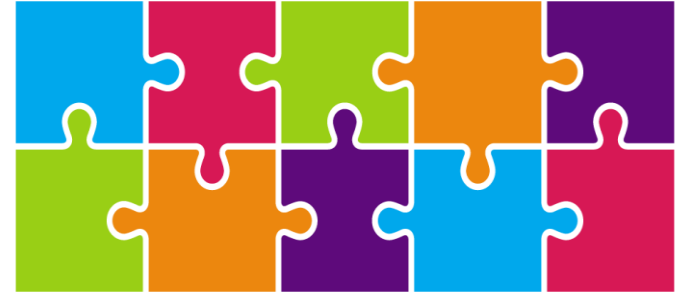


Promoting Diversity and Inclusion

Understand that inclusion is about ensuring that everyone's voice is heard, opinions are considered and value to the team is evident

Value differences and create an environment where people can feel comfortable bringing their “full selves” to work

Provide workers with a safe space to voice their concerns



WORKPLACE
Diversity & Inclusion

Promoting Diversity and Inclusion

- ✓ Share discussion points and an agenda prior to meetings
- ✓ Schedule team bonding activities during the day
- ✓ Try the “Round Robin” technique in meetings
- ✓ Re-visit your office decorations
- ✓ Explicitly request a diverse range of referrals
- ✓ Use inclusive language



Diversity and Inclusion Case Study



Susy and her leadership team are beginning to interview to fill an open position. Recruiting schedules an interview with someone with an uncommon name. Susy and her peers laugh when they see the name and say, “well that person isn’t going to fit in here!” When the candidate arrives to the interview, they display their experience and expertise for the role and are very qualified. But Susy and her team have already made up their minds.

What kind of biases could have happened here?
What should Susy and her team done differently?



Use your questions panel to type in your answer

The Difference Between EEO and Diversity and Inclusion

Equal Employment Opportunity	Diversity and Inclusion
Freedom from discrimination on the basis of protected classes	Acceptance of people by embracing cultural differences within the workplace
Laws enforced by the Equal Employment Opportunity Commission (EEOC)	Recognition of the qualities, experiences and work styles that make individuals unique

Key Points to Remember

Diversity measures differences in identity

Inclusion is deliberately welcoming people's differences

Both diversity and inclusion are needed for a successful workplace

There are many benefits of a diverse and inclusive work environment

Assess the culture and tackle unconscious bias

We are all responsible for creating a healthy, diverse and inclusive work environment





Questions



Use your questions pane to type in your questions





We are here to support you!

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Our Next Session – Leadership Impact on Employee Retention

Course Description: Losing a support or direct service employee can have a drastic effect on team morale, effect that leads to poor performance, client services and productivity. Not to mention, it is expensive, and not just because of lost talent but because of costs associated with training, recruiting talent and loss to billable hours. This session covers 8 essential steps leaders can follow to have a positive impact on employee retention.

Session Faculty: Trang Massie, Human Resources Director

Session Date: **Session Time:** February 20, 2020 - 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST

Course Duration/Credit Hours: 1 Hour

Thank You!

**Ending Attendance
Code: CULTURE**

