
UCR Advisory Committee

• Participants will gain knowledge and skills about human difference and inclusion that enable them to:
  ▪ Make better decisions
  ▪ Produce high performing teams
  ▪ Create more innovation
  ▪ Solve more complex problems
  ▪ Increase their capacity to achieve their goals
  ▪ Deliver on your mission with fewer resources
  ▪ Create respectful, inclusive work environments that position the organization as an employer of choice

OBJECTIVES

• Participants will **define and understand** the scope of diversity and inclusion.

• Participants will **discuss** benefits and barriers, plusses and minuses of inclusion in the workforce.

• Participants will **critically discuss** actions that promote inclusivity in the workforce and characteristics of an inclusive workplace.

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• **What is DIVERSITY?**

• [http://www.youtube.com/watch?v=UvQQSPC01Eg&feature=related](http://www.youtube.com/watch?v=UvQQSPC01Eg&feature=related)

• Three cases:
  ▪ Compliance case: diversity is something we are forced to do by law. We avoid or react to litigation.
  ▪ Values case: diversity is the right thing to do for our people.
  ▪ Business case: diversity is the smart thing to do for our business/organization.

All are important and necessary, they do not contradict each other but compliment each other.


Why is it important?

• Globalization of the workforce requires that all people strive to work together in respectful, responsible and effective ways.
• People may stay in the workforce longer, young people change jobs more often.
• Immigration and in-migration will be an increasingly important component in the demographic shifts in the workforce that have started to take place in the United States, and world wide.

• **Inclusiveness** – valuing the perspectives and contributions of all people. Striving to incorporate the needs and viewpoints of diverse stakeholders into the design of the organization’s services.
• The act of encouraging belonging.
• Respect for pluralism – members of diverse groups maintain traditional cultures, values and special interests within a common, shared culture.


• **Diversity** – describes the extent to which an organization has people from diverse backgrounds, with diverse human characteristics and from diverse communities working as staff, volunteers, board members.

How does diversity/inclusion make a difference ....

- To the products you sell and the services you provide?
- In attracting the “best” and “brightest” employees?
- To your community at large?

• Some characteristics of inclusive organizations
  ▪ Knowing that all people do not respond in the same way to messages.
  ▪ Recognition of the importance of communicating in culturally appropriate and sensitive ways.
  ▪ Self-aware: these organizations seek information and feedback about themselves.
  ▪ Have leadership that is open to change, willing to look inward and willing to conduct and hear honest dialogue.


Benefits of inclusion

• Lower turnover
• Higher productivity
• Higher morale
• Improved problem-solving
• Increased creativity and innovation
• Improve products and services

• Better serve and understand customers
• Capitalize on changing demographic conditions
• Leverage difference for competitive advantage

• Organizational level activity/processes that promote inclusion
• Create a value statement which encompasses diversity/inclusion
• Construct a marketplace rationale for diversity/inclusion
• Conduct a readiness assessment
• Embed requirements into company benchmarks/outcomes/goals “diversity metrics”
• Assign responsibility, accountability and time frames
• Allocate resources
• Measure success


• Individual level activities that promote an inclusive workplace:
  ▪ What is your responsibility?
  ▪ What can you do?
  ▪ What is possible?

Creating a more inclusive organization is most successful when the following occurs:

1.) Individuals within the organization develop a greater awareness, knowledge and understanding of human difference and power dynamics and how they affect individuals, workplaces and societies.

2.) Organizations transform their work and workplace in order to better respond to the assets brought by the diverse workforce.

3.) Leadership is committed, demands accountability and understands the competitive advantage of inclusion.

**Barriers to inclusion**

- **Individual...**
  - Bias
  - Stereotypes
  - Prejudice
  - Discrimination
    - Bullying
  - Knowledge, critical thinking, self esteem and empathy.

- **Organizational ..**
  - Culture. Policies, practices, values and expectations that define a workplace and guide the treatment of customers and employees.
  - Barriers to performance

**Barriers to inclusion ..**

- Hidden or unhidden obstacles that exist in organizations. Often unintentional, but can be intentional. Sometimes not recognized by leadership.
  - Based on residual stereotypes about innate ability attributed to human difference
  - Systems upholding outdated and outmoded expectations and structures
  - Formal or informal methods of gaining information or access to information

Working together, we can make a difference.