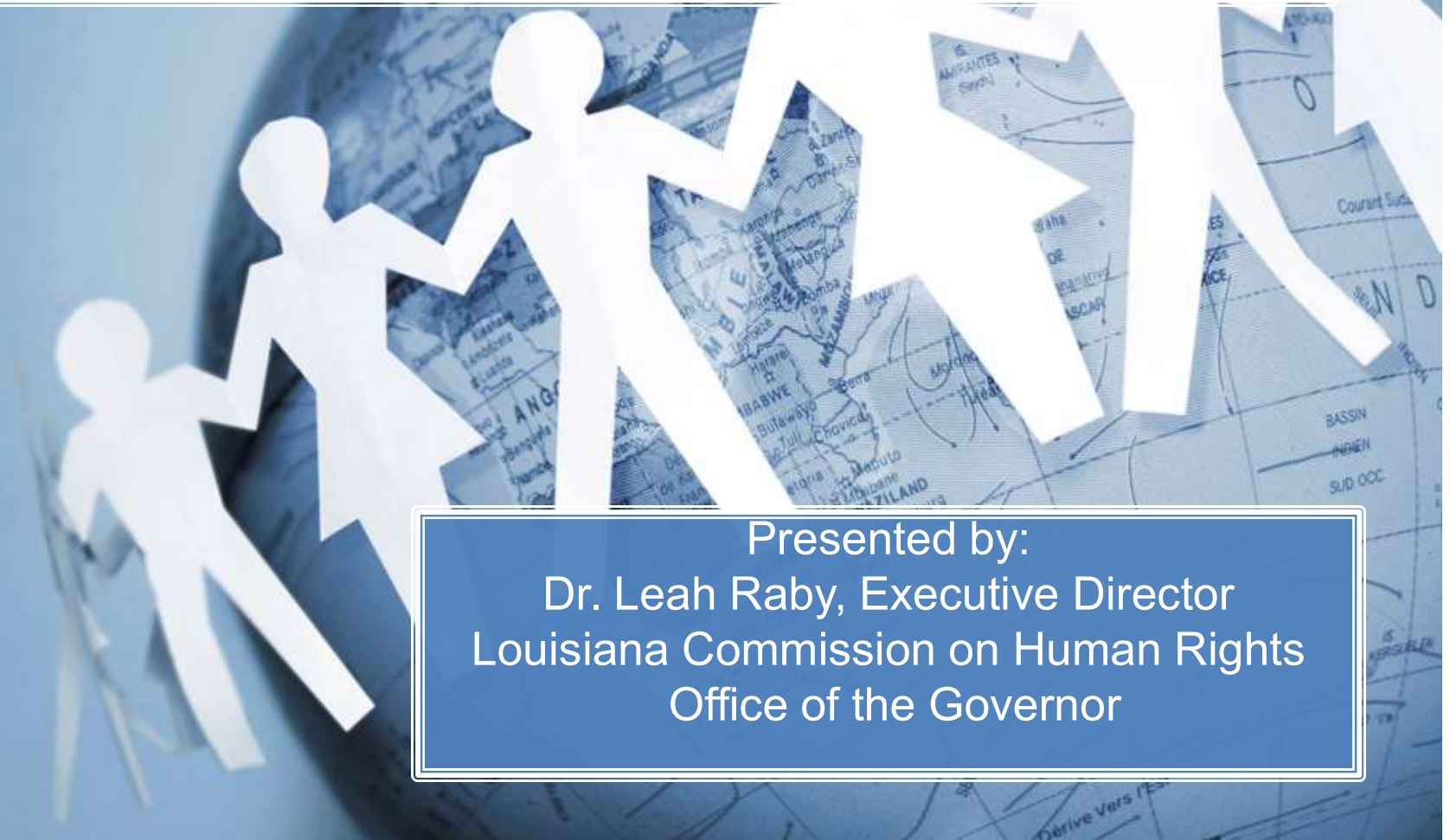


# Workplace Diversity and Inclusion for Everyone



Presented by:  
Dr. Leah Raby, Executive Director  
Louisiana Commission on Human Rights  
Office of the Governor

# Old Diversity v. New Diversity

💡 In the United States, diversity initiatives have largely focused on race, gender, age and ethnicity, or, what Dr. Izzy Justice, founder of EQMentor, a firm specializing in emotional intelligence, calls “old diversity.”

# Old Diversity v. New Diversity

💡 “New diversity,” according to Justice, focuses on the state of the modern workplace, one that:

- 💡 Is global
- 💡 Operates virtually
- 💡 Is in a state of constant, rapid change
- 💡 Requires awareness of cultural issues
- 💡 Demands technology literacy
- 💡 Is transient
- 💡 Uses multiple modes of communication

# Examining Diversity

💡 What is it?

💡 Differences in people and their cultures

- Cultural Sensitivity
- Participation
- Inclusion
- Fairness
- Access
- Equity
- Cultural Competence
- Equality
- Diversity
- Non-Discrimination

# Examining Diversity

Workplace Diversity is defined as the collective mixture of differences and similarities that includes for example, individual and organization characteristics, values, beliefs, experiences, backgrounds, preferences, and behaviors. More examples include:

Visible  
Diversity  
Traits

Skin Color

Physical  
Attributes

Gender

Behaviors

Age

Physical Abilities/Qualities

Level in Organization

Religion

Sexual Orientation

Ethnicity

Beliefs

Work Background

Culture

Personality

Military Experience

Functional Specialty

Marital Status

Invisible  
Diversity  
Traits

Geographic Location

Parental Status

Smoker/Non Smoker

Communication Style

Education

Socio-Economic  
Status

Native Born/Non  
Native

# Examining Diversity

- 💡 What is Inclusion?
- 💡 What is Diversity Management?
- 💡 What is Cultural Competence?
- 💡 What is Cultural Sensitivity?
- 💡 Conscious and Unconscious Bias

# Examining Diversity

- 💡 Unconscious Bias is more likely to occur when:
  - 💡 You encounter a visible/salient identity (e.g., age, gender, race, a visible disability)
  - 💡 You are feeling the stress of time pressure
  - 💡 A quick decision is needed
  - 💡 You are experiencing cognitive overload
  - 💡 You are multi-tasking
  - 💡 Ambiguity is present
  - 💡 A perceived lack of accountability is present
  - 💡 You are fatigued

# Examining Diversity

- 💡 What causes a diversity disaster?
  - 💡 No clear pattern of communication of zero tolerance for bias (policies, etc.)
  - 💡 Insufficient training
  - 💡 Poor examples by management



# Examining Diversity: Manage It

## 💡 Making it work for your organization

- 💡 Understand and respect individual differences: Keep an open mind toward others who are different from you. Remember that not everyone sees things the same way you do.
- 💡 Be assertive
- 💡 Learn how others want to be treated
- 💡 Be aware of the change that is taking place around you, and welcome the change.

# Examining Diversity: Managing It Continued

- 💡 Recognize and respect others and their individuality.
- 💡 Think before you speak, and be sensitive to other people.
- 💡 Talk about your differences and ask tactful questions about how people want to be treated.

# Examining Diversity: Managing It Continued

- 💡 Recognize your own biases and prejudices
- 💡 Eliminate the use of stereotypes and generalizations
- 💡 Expose yourself to other cultures
- 💡 Be careful with humor
- 💡 Remember that your race, culture or personality style is not the only one in the universe.

# Reason Why Corporate Diversity and Inclusion Fail

- 💡 Must be a link to business and an awareness of diversity as a business issue, creating scorecards and baselines to track its progress or lack thereof.
- 💡 Organizations fail to fathom the potential impact of culture. Culture is important because it drives either the acceptance or the rejection of diversity and inclusion

# Reason Why Corporate Diversity and Inclusion Fail

- 💡 An organization's culture — Its attitudes, values, beliefs, and how things are done — can differ from department to department
- 💡 Changes have to be made in virtually all aspects of the organization, and that transformation [to a diverse and inclusive culture] does not occur overnight.

# Corporate Diversity and Inclusion Failure: Some Reasons

- 💡 There is no clear definition of what diversity and inclusion really means
- 💡 Diversity is not linked to the company's existing vision or strategy
- 💡 No sense of urgency for implementation
- 💡 Company's leaders are not embracing it: CEO or Senior Management
- 💡 Leaders are not accountable for results

"The American ideal is not that we all agree with each other, or even like each other, every minute of the day. It is rather that we will respect each other's rights, especially the right to be different, and that, at the end of the day, we will understand that we are one people, one country, and one community, and that our well-being is inextricably bound up with the well-being of each and every one of our fellow citizens."

- --C. Everett Koop

# Defining Diversity and Inclusion

In its broadest context, diversity includes all that makes us unique:

You

It is I!

*race, color, gender, religion, national origin, age, disability, culture, sexual orientation, gender identity, parental status, educational background, socioeconomic status, intellectual perspective, organizational level, and more.*

SPIRITUAL BELIEFS

CLASS GENDER

PHYSICAL ABILITIES & CHARACTERISTICS

AGE ETHNICITY

RACE INCOME

SEXUALITY

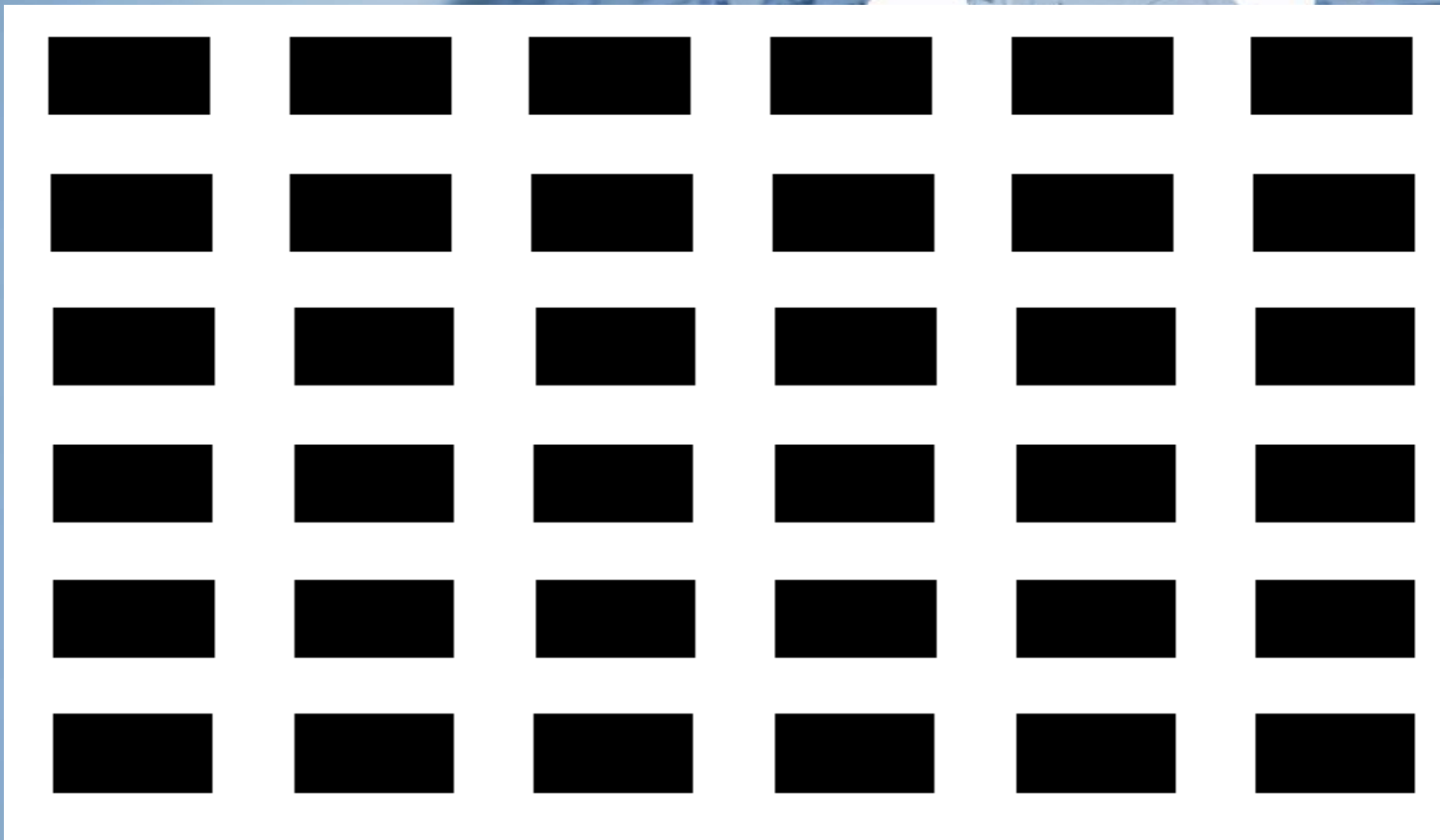
From ODI's Glossary of Terms  
<http://www.diversity.va.gov/tools/glossary.aspx>

**Nine Dimensions of Difference**

Reprinted with permission from Loden Associates. Via Dept. of Veteran Affairs



# The Herman Grid



<http://www.nwlink.com/~donclark/leader/hermangrid.html>

# LGBT Movement



Bruce/Caitlyn Jenner



BOY SCOUTS  
OF AMERICA®



# Case Law Review – Title VII & LGBT – EEOC Enforcement

## Private Sector Litigation

- 💡 EEOC v. Lakeland Eye Clinic, P.A.
- 💡 EEOC v. Boh Bros. Constr. Co. LLC

## Private Sector Amicus Briefs – Transgender Status & Gender-Identity

- 💡 Chavez v Credit Nation Auto Sales, LLC
- 💡 Public Conciliation Agreement – Don's Valley Market

## Supreme/Federal Court Decisions

- 💡 Scope of Title VII – Sex Discrimination - Price Waterhouse v. Hopkins
- 💡 Federal Court Decision – Transgender/Sex Discrimination – Glenn V. Brumby
- 💡 Federal Court Decision – Sexual Orientation/Sex Discrimination – Muhammad v. Caterpillar Inc.

# How to Make Diversity and Inclusion Real

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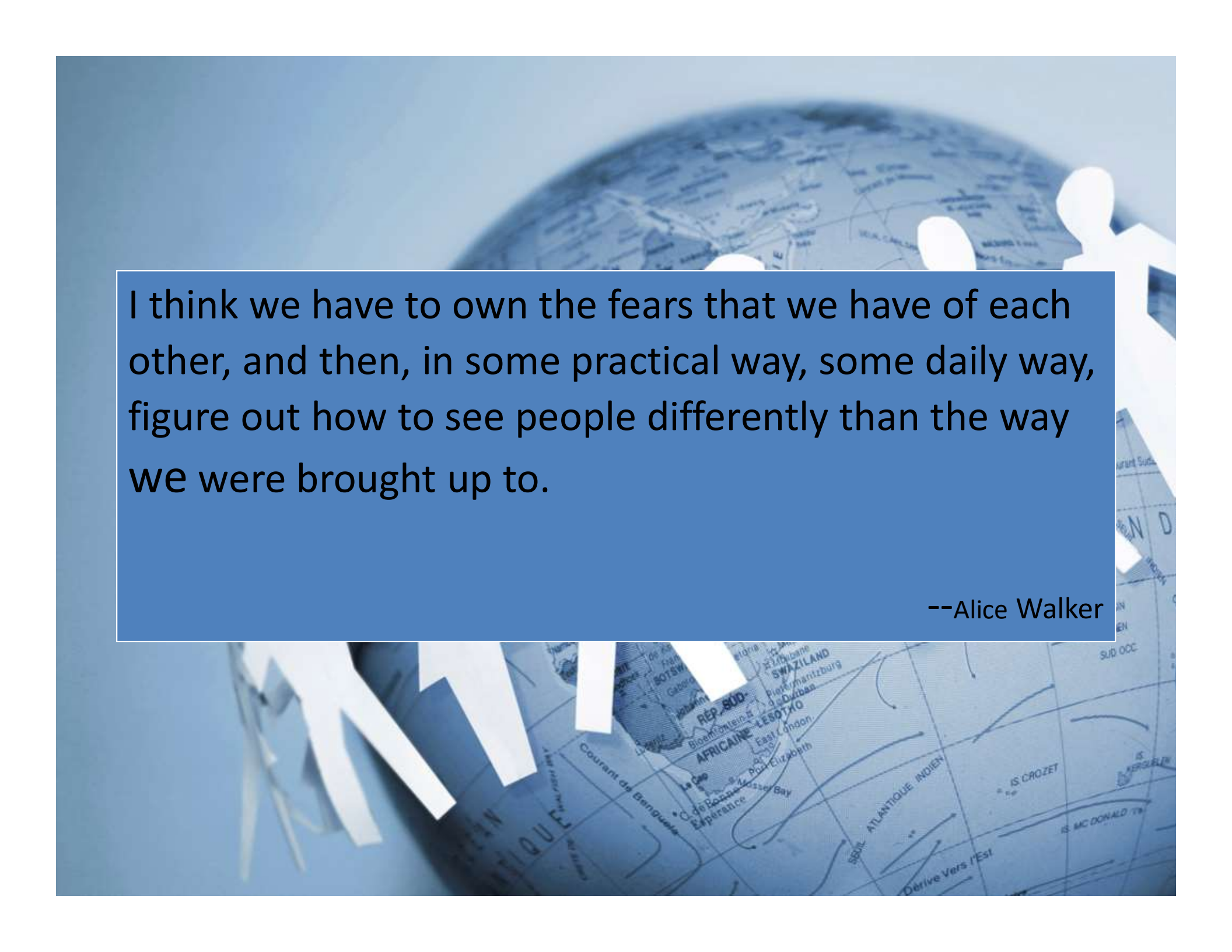
# Diversity and Inclusion Best Practices

- 💡 **Make Diversity and Inclusion a Priority**
- 💡 **Provide Employee Development**
- 💡 **Get Clients/Customers Involved**
- 💡 **Support Worthy Causes**
- 💡 **Demonstrate Commitment**

<http://www.diversityjournal.com/5707-five-diversity-and-inclusion-best-practices/>

# Make Diversity a Part of Your Brand

- 💡 Pay attention to the company you are joining
- 💡 Be open from the start
- 💡 Don't think your private life is your private life.
- 💡 Mentor- w/out limitations
- 💡 An inclusive tone from the top is very important.
- 💡 Have employee resource groups – Be clear on what you stand for
- 💡 Create options
- 💡 Increase involvement
- 💡 Look beyond compliance
- 💡 Not only walk the walk



I think we have to own the fears that we have of each other, and then, in some practical way, some daily way, figure out how to see people differently than the way we were brought up to.

--Alice Walker

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