Diversity & Inclusion Toolkit

Florida City & County Management Association
Session 3: The Ethics of Diversity
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Diversity = Differences

If you can’t explain it simply, you don’t understand it well enough.

– Albert Einstein
Inclusion = Capacity for Differences

"DIVERSITY is being invited to the party. INCLUSION is being asked to dance."
-Vernà Myers
NO ONE IS ANY ONE THING.

-Martin Short
POPULATION by Racial & Ethnic Groups
If the world were 100 people...
US Workforce

- 4 - 5 (maybe even 6!) generations currently in workforce
- By 2020, 50% of workforce will be millennials while 25% ≥ 65
- 75 million boomers retiring w/ only 30 million GenXers to fill gap
- 47% of workforce is women w/ ratio of more than 2:1 entering compared to men. Yet more managers are named David than are women.
- Good news: 13% is now 15% women leaders in government
- Not so good news: 53% LGBT workers remain closeted in the workplace
- 1 in 5 are disabled (many “invisible” such as ADHD, dyslexia, diabetes, etc - estimated at 10% overall)
Organizations understand investing in diversity and inclusion will likely enhance employee engagement, better serve customers and increase innovation and agility.
77% of Executives strongly support diversity initiatives

40% of employees believe their organization is diverse and inclusive

When employees feel that they have a more diverse and inclusive workforce:

- 20% decrease in employee turnover
- 12% increase in employee effort

Source: www.workforce.com
29% altered their attire, grooming or mannerisms to make their identity less obvious

40% refrained from behavior commonly associated with a given identity

57% avoided sticking up for their identity group

18% limited contact with members of a group they belong to

50% stated that it diminished their sense of commitment

66% of these employees said that it significantly undermined their sense of self
Bias

It’s there. Take the test.

We do not see things as they are, we see them as we are.

- Anais Nin

https://implicit.harvard.edu/implicit/takeatest.html

https://www.projectimplicit.net
WE ARE ALL OUR STORIES

HOW DO WE SUPPORT SOMEONE ELSE’S STORY?
Questions

Who am I? What makes me diverse?
Who are my colleagues? Have I been sensitive to the diversity?
What are 3 things I can & should do differently?
Questions

Who are our employees? Who is our community?

What do we have? What do we have a lot of? What do we not have?

What are 3 things we can & should do differently?
8 Steps

From *Inclusion Starts with I*
HOW?

Senior Leadership Commitment—“Walk the Talk”

Empower Employees—Educate

Values Based Workplace Culture

Broaden Your Definition of Diversity—“Serve the Market”

Focus on Constant & Consistent Communication

CREATE
DELIVER ON PROMISES
“WALK THE TALK”
Educate

What looks like resistance is often lack of clarity.

-Switch, Dan & Chip Health
EDUCATE, EDUCATE...
AND EDUCATE SOME MORE!
Words do matter. Language is messy by nature which is why we must be careful in how we use it. After all, we typically don’t use hammers and saws to do our real work.

- Peter Senge
INSIDE-OUT APPROACH

“NOT A CHECK-BOX EXERCISE”
Key take aways...Personal

- Personal Awareness starts with each of us and leads to celebrating individuals & encouraging uniqueness

- Take personal effort to make inclusion more tangible—
  - Reward initiative, expression & risk taking
  - Provide variety of ways to participate & share
  - Provide employees with more choice
Key take aways...Organizational

- Empower employees to challenge discriminatory behaviors, actions, and remarks
- Reward employees for effectively managing diversity
- Provide training utilizing a multi-pronged, ongoing approach
- Encourage mentoring of diverse employees
- Create and leverage strategic affinity/employee resource groups
- Update policies, consider flexibility for scheduling, benefits (including time off): One size does not fit all!
- Look at facilities and consider:
  - Accessibility
  - Quiet Rooms, prayer/reflection rooms
  - Gender Neutral Bathrooms
Key take aways...Community

- Have courage to engage in dialogue about Diversity & Inclusion with and in the Organization & Community (As effortlessly as we now discuss effective ways to engage, retain, and work with Millennials, etc.)

- Play a key role in creating the forum for dialogue w/in the organization and in communities

- Understand and represent or mirror your respective communities’ characteristics

- Collaborate in dealing with the demographic changes

- Utilize key resources (Organization & community) to effectively engage, communicate, and serve residents
Where to Look

http://www.theinclusionsolution.me/
Where to Look

http://www.hrc.org/
Where to Look

http://floridadiversitycouncil.org
Where to Look

http://www.diversitybestpractices.com
Where to Look

http://www.nationaldiversityday.com
Other Resources

**Hiring**
Braille Business Cards from Access-USA
http://www.access-usa.com/
Hire Heroes USA
http://www.hireheroesusa.org/
Four Key Planning Steps to Hiring Veterans (via SHRM)

**Employee Support**
ComPsych, the World's Largest provider of Employee Assistance Programs
http://www.compsych.com/

**Benefits**
FAQ about Domestic Partner Benefits (from the Human Rights Campaign)
http://www.hrc.org/resources/entry/frequently-asked-questions-about-domestic-partner-benefits
Domestic Partner Benefits: Cost and Utilization (from the Human Rights Campaign)
http://www.hrc.org/resources/entry/domestic-partner-benefits-cost-and-utilization
Domestic Partner Benefits: Grossing Up to Offset Imputed Income Tax (from the Human Rights Campaign)
http://www.hrc.org/resources/entry/domestic-partner-benefits-grossing-up-to-offset-imputed-income-tax
Transgender-Inclusive Benefits: Communicating Availability (from the Human Rights Campaign)
http://www.hrc.org/resources/entry/transgender-inclusive-benefits-communicating-availability- of-the-benefit
Other Resources

Making a Personal Diversity Development Plan
Diversity Executive Magazine - Subscribe for free
http://www.diversity-executive.com/subscribe-now

Check Your Biases

The Harvard Implicit Association Test
https://implicit.harvard.edu/implicit/demo/

Learning the Dance of Inclusion (ABA Newsletter and Vernā Myers)

Diversity Professionals – Job Descriptions
Sample Job Description - Diversity Coordinator
http://www.prba.net/images/FE/chain267siteType8/site227/client/diversitycoordinator.pdf
Sample Job Description – Diversity & Inclusion Manager

Diversity Training
Vernā Myers Consulting Group
http://www.vernamyersconsulting.com/default.aspx

"Blink" by Malcolm Gladwell
http://www.gladwell.com/blink/

Just for Fun – The Malcolm Gladwell Book Generator
http://www.malcolmgladwellbookgenerator.com/

The Inclusion Paradox
http://inclusionparadox.com/

The Dignity and Respect Campaign (via UPMC)
http://dignityandrespect.org/
Other Resources

**White Papers, Articles, Blogs & Best Practices**


https://www.td.org/Communities-of-Practice/Human-Capital/Best-Practices-in-Diversity-and-Inclusion

http://www.theinclusionsolution.me/a-point-of-view-culture-webs-and-tool-kits/


http://icma.org/en/wg/home

Diversity and Inclusion: Breaking the Binary | Big Think

https://www.linkedin.com/pulse/big-idea-2016-how-diversity-inclusion-make-our-cities-dave-mckay

http://diversitymbamagazine.com/category/organizations/government


Other Resources

Presentations
https://www.slideshare.net/mobile/mderven/diversity-inclusion-inspiring-learning-in-a-changing-world
https://www.slideshare.net/mobile/JeffWaldmanHR/diversity-and-inclusion-lashrm14-slideshare

Case Studies
http://grcity.us/administrative-services/diversity-and-inclusion/Pages/default.aspx
https://multco.us/diversity-equity/toolkits
http://www.slco.org/diversity/
http://www.starbucks.com/responsibility/community/diversity-and-inclusion
Questions

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“The IMPORTANT thing is to never stop QUESTIONING”
Thank You!