

Cultivating and Embracing Equity, Diversity and Inclusion in the Workplace

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Where to begin?



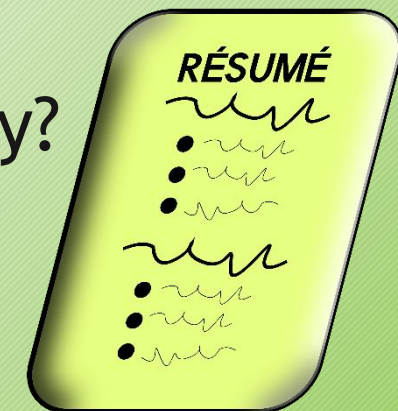
- Start with your recruiting process
 - Where and how are openings communicated?
 - Is data being collected and analyzed?
 - Is the career page user friendly and accessible for everyone?



Next focus on....



- The application process
 - Is there only one process for accepting applications
 - Electronic vs. paper
 - Is assistance offered when needed?
 - How is that communicated?
 - Is there a centralized place in the store to apply?



Once the application is received



- Who initially reviews the applications?
 - Fairly and equitably review applications
 - Provide training to new hiring managers
 - Qualifications
- What is the process for contacting applicants?
- Who conducts the interviews?
 - Provide training to avoid assumptions
 - Make sure interviewers understand what questions cannot be asked
 - Create flexibility in interviewing times and modes

But even before the recruiting process



- Begin with assessment and awareness
 - This includes evaluating:
 - Policies
 - Practices
 - Physical spaces
 - Benefits and pay



Speaking of policies



- Review and revise policies
 - This should involve:
 - Updating recruitment practices
 - Accommodating diverse learning styles or abilities
 - Ensuring all facilities are physically accessible to everyone

First comes policies, then comes training



- Offer education and training programs
 - The goal is to increase understanding of diversity, equity, and inclusion
- Partner with department managers to determine focus areas
- Always include and repeat training on
 - Unconscious bias
 - Cultural competence
 - Inclusive communication

Developing Training



- Start with the Why
- Clearly align with strategic goals
- It's a journey, not a destination

The Whys of DEI Training



- Broader range of ideas
- Challenges groupthink
- Build Resilience
- Adaptability & flexibility

Creating Alignment



- Set the expectation as an organizational objective
- Frontline managers set the tone
- Measurement metrics
- Makes feedback & accountability clear

Creating Alignment...continued



Strategic Goal: Enhancing Innovation and Competitiveness

Alignment: Older workers bring deep industry knowledge, experience, and a unique perspective that can drive innovation. By leveraging their insights, the organization can enhance its ability to develop new products, services, and processes, staying ahead of competitors.

- Cross-generational teams
- Mentorship programs
- Continual professional development

Begin the Journey



- Start with what you're already doing
 - Fold concepts into required compliance training (like anti-harassment)
 - Check your meeting and communication norms
 - Manager training
- Add to it!
 - Consultant, DEI Trainer, or Training platform
- Measure, adjust, and repeat



Training Solutions



- **Effective Communication**
 - Recognizing and adapting to different communication styles
 - Cross-cultural communication
 - Giving & Receiving Feedback
- **Emotional Intelligence**
 - Understanding your own actions and behaviors and the impact they have on others



Training Solutions



- Unconscious Bias
 - Avoid misconceptions that can lead to subtle acts of exclusion
- Graceful Recovery
- Mentorship

Training Modalities



- Mix of virtual & in-person
- Informal
 - Upstanding
 - Coaching
 - Mentorship
- Involve!

Questions and discussion



- We'd love to answer any questions that may be remaining
- We'd love to hear your thoughts on the information provided