The DNA of Successful Diversity, Equity & Inclusion Programs

A Session Developed Specifically for AZSHRM CON 2020
Presented: August 26, 2020

Prepared and Facilitated by:
Niki Ramirez, MBA/SHRM-CP/PHR/THRPP
Welcome & Introductions
Facilitated by: Niki Ramirez, MBA – PHR/SHRM-CP/THRP
What Secret Power Do You Wish You Had?

KAPOW!
Our Plan for Today:

1) Pause before jumping in to examine history. *How did we arrive where we are today?*

2) Explore the D.N.A. of Successful Diversity, Equity & Inclusion Programs

3) Discuss the 3 Pillars of a meaningful program

4) Review the Nuts & Bolts (e.g., what you need to DO next)

5) A special invitation, Q&A
If we know one thing:

History Tends to Repeat Itself.

- Human beings are rather predictable
- We rely on patterns to survive
- Sometimes patterns need to be disrupted to make necessary improvements possible
- Often, it is necessary for something to disrupt the “status quo” in a major way to affect change
Why We **Need** DEI Programs ...
A Long March for Justice

• **1865** – 13th Amendment. The 13th Amendment abolished slavery and involuntary servitude, except as punishment for a crime.

• **1868** – 14th Amendment. Equal protection under the law for black people.

• **1870** – 15th Amendment. Black people are given the right to vote.
A Long March for Justice, continued

• **1896** – *Plessy v. Ferguson*. U.S. Supreme Court decided on Plessy v. Ferguson, making it lawful that facilities for black and white people could be “separate but equal.”

• **1941** – *Executive Order 8802*. Opened national defense jobs (and other government jobs) to all Americans regardless of race, creed, color or national origin.

• **1948** – *Executive Order 9981*. Issued to end discrimination in the military.
A Long March for Justice, continued

• **1954** – *Brown v. Board of Education*. The United States Supreme Court made segregation illegal in public schools.

• **Civil Rights Act of 1957**. Established a civil rights section of the Justice Department, along with a Commission on Civil Rights to investigate discriminatory conditions.

• **Civil Rights Act of 1964**. Ended segregation; made it illegal to deny service based on color; prohibited employment discrimination.
A Long March for Justice, continued

• **2015** – Obergefell v. Hodges. The United States Supreme Court rules that fundamental right to marry is guaranteed to same-sex couples by both the Due Process Clause and the Equal Protection Clause of the Fourteenth Amendment to the United States Constitution.

*Your Turn: What else do you remember?*
The D.N.A. of Successful Programs!
So, what’s next?

Building **Your** Successful Program

- A next EVOLUTION.
- Humans are *dynamic*. Your program must be, too.
- We have an incredible capacity to learn and grow.
- When we are open to learning about other views or new topics, it makes it possible to **connect** with others.
Key Concept: 

_Growth happens when we have information and can create interest._

- When we are **open to learning** about other views or new topics, it makes it possible to connect with others.
- **Connecting** with others is a key to progress, workplace success, and happiness.
“It’s not “the right thing to do.” It’s not a “nice to have.” DEI programs are ESSENTIAL to maximizing the team’s potential.”
Keys to Balancing Your Program...
The seat: **Tolerance**

tol·er·ance
/'tāl(ə)rəns/

*Merriam-Webster*

1. Capacity to endure pain or hardship
2. Sympathy or indulgence for beliefs or practices differing from or conflicting with one's own
Why Tolerance is an Important Start:

• We see, hear, feel, remember and **BELIEVE** facts that are relevant and meaningful to each of us.

• In order to continue to learn and grow, we must to be willing to **tolerate** disagreement, or a view that is different than our own.
Leg 1: Diversity

Respecting and inviting differences; allowing and inviting those from differing backgrounds and perspectives to join the group.
Leg 2: Equality and Equity
Leg 3: Inclusion

Practices and programs that have the effect of giving power and voice to traditionally or historically oppressed groups.

Namely BIPOC: Black, Indigenous, People of Color
Nuts & Bolts
3 Steps to Building / Strengthening Your Program
Step 1: Construct a Firm Foundation
Successful Programs are Built on a Firm Foundation

✓ Core values
✓ Philosophy and intention
✓ Policy and definitions
✓ Public statement

✓ Leadership messaging
✓ Employee commitments
Welcome to the Human Resources Diversity Information page!

Coconino Community College Diversity Statement
Coconino Community College recognizes and respects diversity and the value it brings to our communities. We appreciate and welcome cultures, identities, beliefs, experiences and all that makes us unique. CCC champions and takes action to build an inclusive work and learning environment. We are allies and advocates, navigating respectful dialogue about our shared humanity.

Human Resources Diversity Statement
The Human Resources Team commits to fostering a culture where each person, employee or not - feels heard, supported and engaged in a positive and empathetic way. We purposefully construct and nurture a focus upon community and inclusiveness. All lives, including Black lives, matter, regardless of actual or perceived sexual identity, gender identity, gender expression, economic status, ethnicity, ability, disability, religious beliefs or disbeliefs, age, immigration status, or location.

OUR CITIES’: Click here for more information about our cities diversity

Links, References, and Materials

Diversity is Fun

*Untitled - Notepad*
Step 2
Self-Assessment & Reflection –
Tackle Unconscious Bias
Are You “Ready for Diversity” …

Questions to Ask Yourself

1. I care about how my actions and words affect others – Y or N
2. I have a reputation for being a great team member to all others – Y or N
3. I treat all people with respect (even/especially people I do not “like”) – Y or N
4. Are you open to allowing people to “prove you wrong” when you make a judgment about them – Y or N
5. I am able to “listen to learn” when I do not agree – Y or N
Extra Credit

Dig Deeper: Uncover Your Bias

- Project Implicit

https://implicit.harvard.edu/implicit/takeatest.html
Step 3
Launch a Long-Term Strategy & Keep Up the Momentum
Taking it Beyond “Training”

- Hosting tough conversations
- Workshops
- Single-topic round tables
- Readings
- Book clubs
- Poetry readings
- Music and food exploration
- Paintings and other art
BONUS:
Focus on Strengthening Relationships and Connections & Building Trust

• Share openly that you want to hear from others; learn about them and their opinions
• Ask a lot of questions and be a great listener
• Build a vision together (department, team, project, etc.)
• Share and discuss your values; share about how you adopted them
• Be gracious with praise and compliments
Trust = Opportunity

• When we trust someone, we are more likely to be able to tolerate tough messages and learn from them.
Navigating Difficult Situations

When you are faced with conflict, discord or discomfort

• Identify common ground
• Identify and state shared intentions and goals
• Do not take it personally
• Don’t settle for one idea: demand options
In Summary ...

• DEI programs are essential
• Effective Programs have solid DNA >>>
• Great programs are well-balanced: they sit squarely on all “legs”
• Highly-rated programs have tight nuts and bolts
• Your program’s success is rooted in trust and connectedness

© 2020 HR Answers LLC
Now, let’s take some action!
An special invitation for you.

Register for a special, complimentary follow up session:

https://attendee.gotowebinar.com/register/7367073561943581709

Use the link, or visit our Facebook Page to register.

Use the discount code: AZSHRM2020 to register for FREE!
What Questions Do You Have?

- **Your HR Consultant:** Niki Ramirez, MBA/PHR
  
call: (602) 715-1300
email: nramirez@hranswers.org

- schedule an Initial Consultation
  https://go.oncehub.com/NikiRamirez

© 2020 HR Answers LLC
Resources

• Color Blindness, retrieved, June 1, 2020: https://www.tolerance.org/professional-development/color-blindness
• Retrieved June 8, 2020: https://psychcentral.com/blog/6-tips-for-de-escalating-an-argument/
• Retrieved June 1, 2020: https://www.history.com/topics/civil-rights-movement/civil-rights-movement-timeline
• Podcasts to consider: https://www.tolerance.org/podcasts

© 2020 HR Answers LLC
Your Facilitator:
Niki Ramirez, MBA/PHR/SHRM-CP/THRP

• I’m a certified human resources consultant and the founder of HRAnswers.org. We focus on providing practical, impactful HR consultation to small business leaders so that they can relax and focus on their goals.

• I decided to take what I learned in big-Company HR and design a way to help organizations of all sizes and types to create HR programs that align with their organizational goals and culture, to yield maximum results.

• Our goal is to help our clients reduce business risk and dramatically improve the employee experience. Clients trust my expert team and I to work on a variety of complex HR projects like employee handbooks, job descriptions, performance plans, training, and sticky hiring and termination situations.