

DIVERSITY & INCLUSION

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February 2, 2017



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Same situation?





“Would you like some coffee?”



Diversity is the mix.

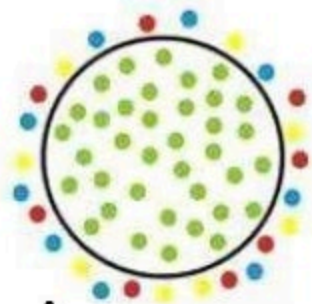


Diversity describes all the ways in which we differ from one another

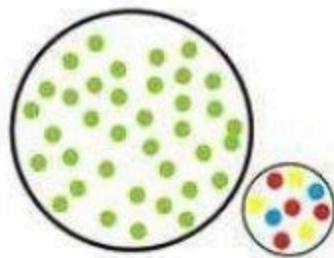
gender – ethnicity – disability – age – race



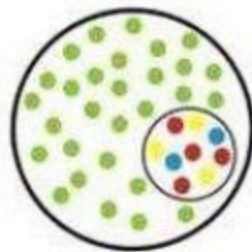
Which one of these represents inclusion?



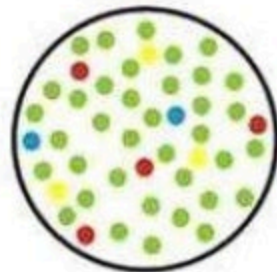
A



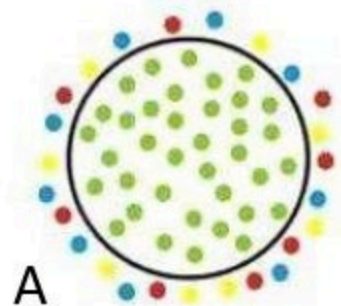
B



C

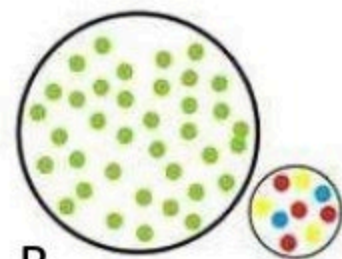


D



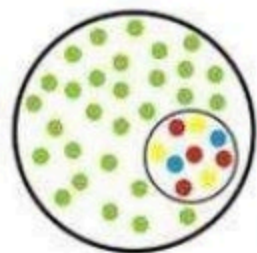
A

Exclusion



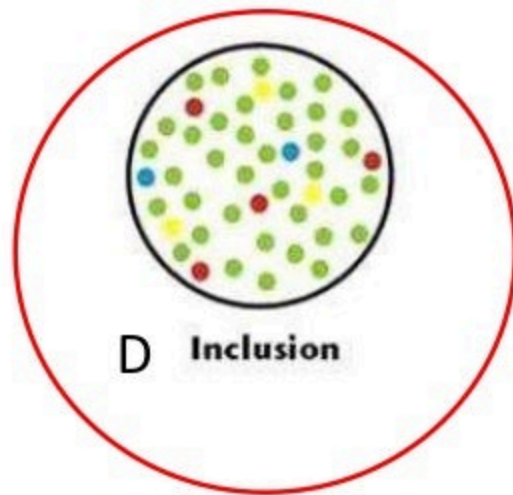
B

Segregation



C

Integration



D

Inclusion



Diversity is the mix.

Inclusion is making the mix work.

--Andrès Tapia

2 questions:

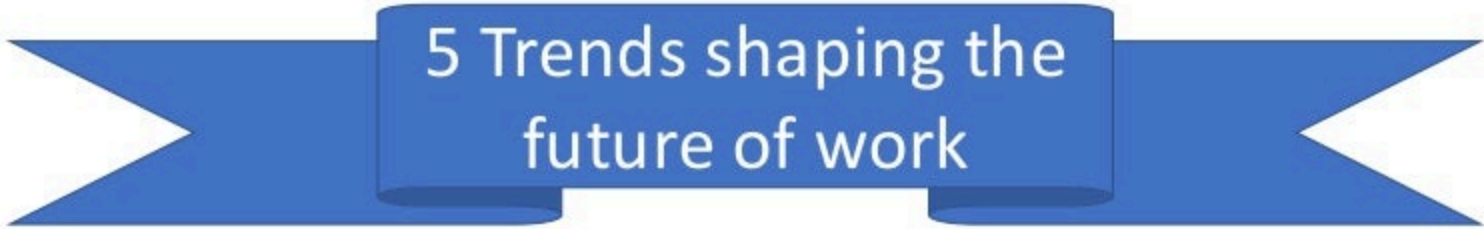
Why is it important to make the mix work?

How do you make the mix work?

Why

Is it important to make the mix work?





5 Trends shaping the future of work

Globalization

Mobility

Millennials and changing demographics

New Behaviors

Technology

Key benefits of workplace diversity

Globalization

Mobility

Diversity's dividend

What's the likelihood that companies in the top quartile for diversity financially outperform those in the bottom quartile? ¹



more likely to outperform

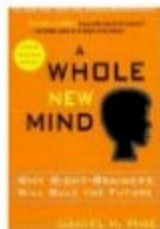
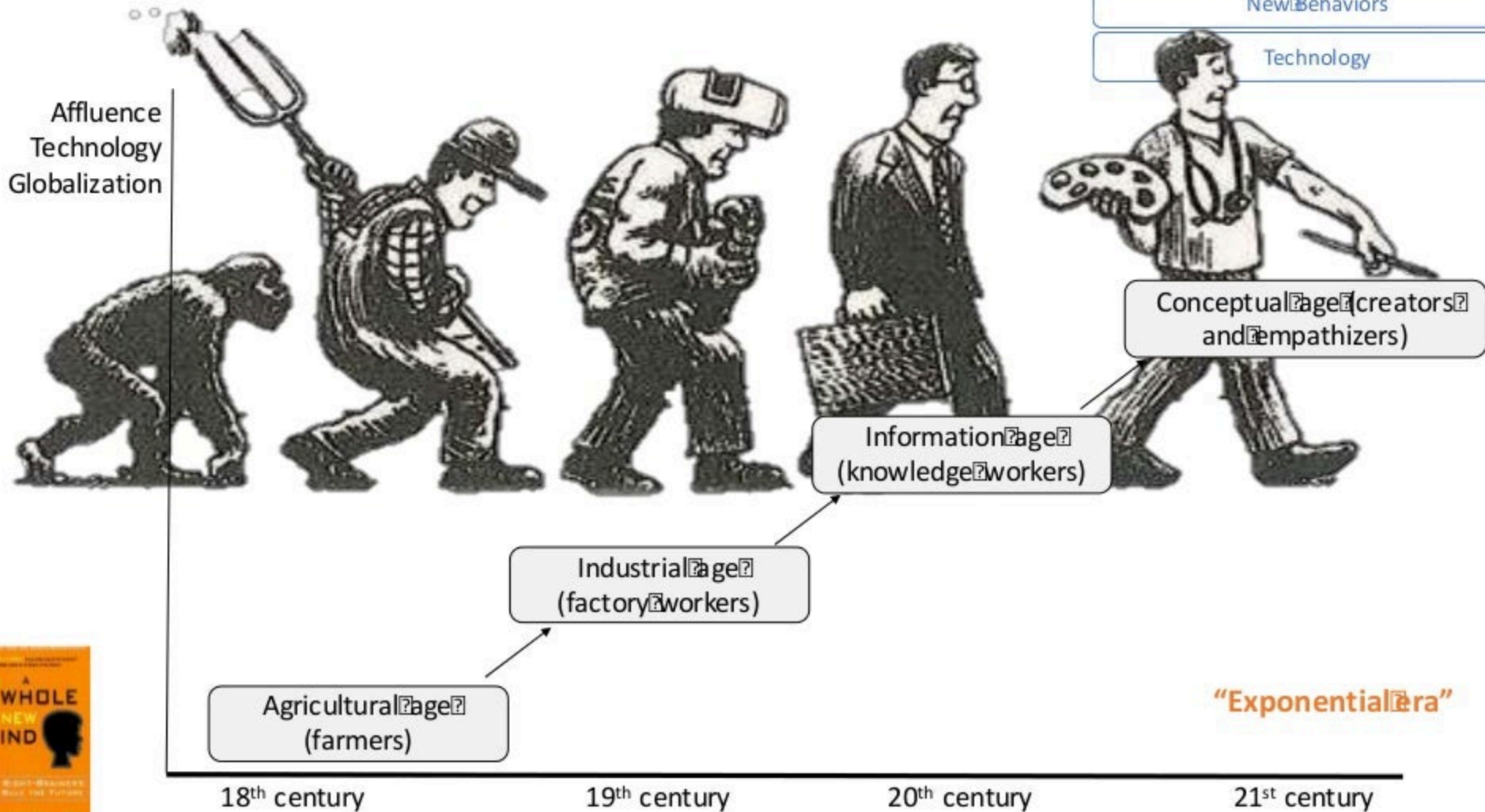
Gender-diverse companies



more likely to outperform

Ethnically-diverse companies

¹ Results show likelihood of financial performance above the national industry median. Analysis is based on composite data for all countries in the data set. Results vary by individual country.
Source: McKinsey analysis





WORKING LATE

DEADLINES!

URGENT!

The way we're working isn't working.

74%

of employees feel depleted, diminished, demoralized and disengaged at work

- Time for money has been the core value exchange
- Productivity now is how much energy people bring to work, and the value of the work they produce
- CHALLENGE FOR EMPLOYERS IS TO FREE, FUEL AND INSPIRE THEIR EMPLOYEES TO BRING MORE OF THEIR POTENTIAL TO WORK EVERY DAY

What is your Quality of Life at Work?

Harvard Business Review .org & The Energy Project (= 19,900+)

From OUTPUT to IMPACT

OUTPUT

- Functional
- Tasks
- Procedures, protocols, systems
- Doing things right
- **What** you do



IMPACT

- Relational
- Situational
- Emotional
- Doing the right things
- Engagement
- **How** you do it



Millennials and changing demographics

New behaviors

Technology



Sustainable productivity

The better people's physical, emotional, mental and spiritual needs are met, the more healthy, happy, engaged, productive, and loyal they become.

Take care of them, and they will take care of business



In a business environment not making the mix work

COSTS MONEY!



Do you make the mix work?

Employee Perspective





WHO ARE MILLENNIALS?



80 MILLION IN THE U.S.



MOST ETHNICALLY & RACIALLY DIVERSE



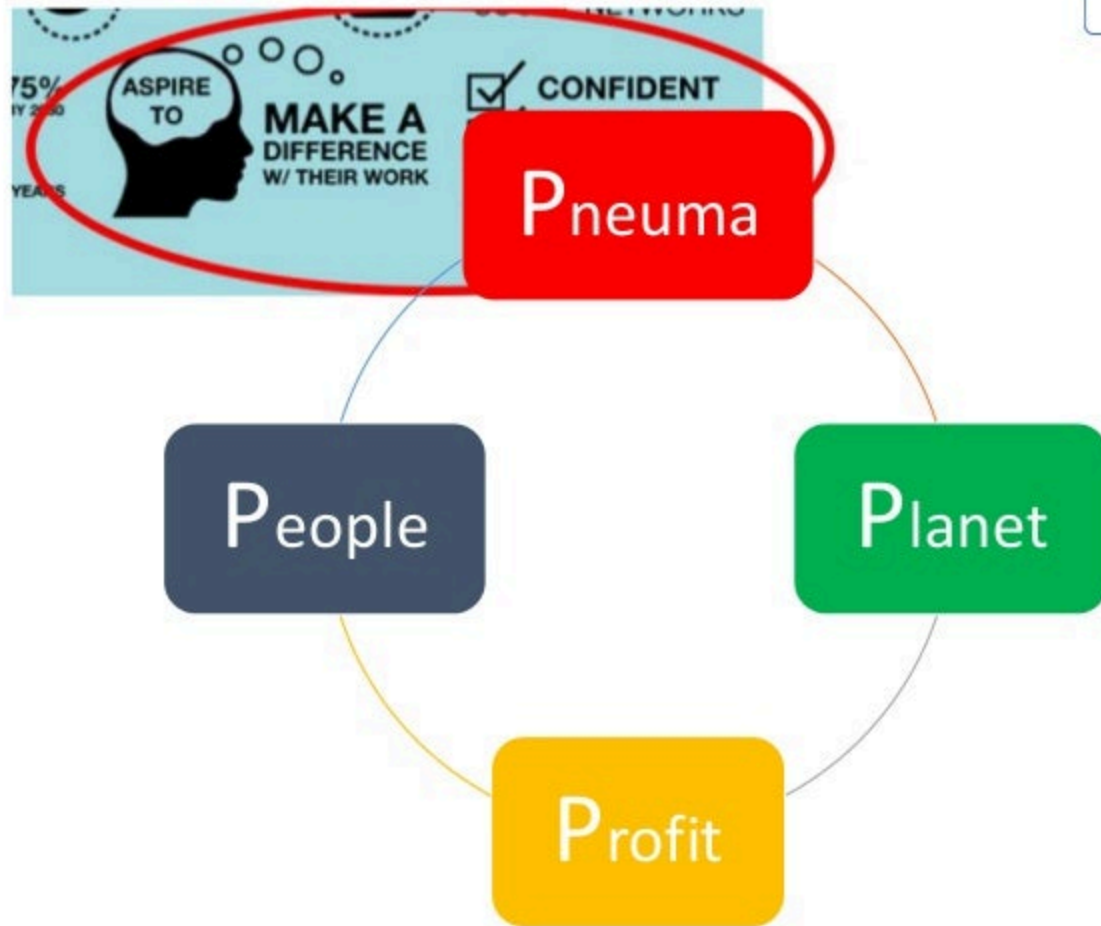
DO THEY MATTER?



ASPIRE TO MAKE A DIFFERENCE W/ THEIR WORK

- CONFIDENT
- HAVE HIGH EXPECTATIONS
- ACHIEVEMENT ORIENTED





--Prof.Dr.Ir. Nico Baken

Creating Pneuma (Meaning)



Strong shared sense of PURPOSE
 A compelling connective quality?
 WHY are we here



A safe environment



Freedom to be

Room for Play



Harvard
Business
Review



CUSTOMERS

Know Your Customers' "Jobs to Be Done"

by Clayton M. Christensen, Taddy Hall, Karen Dillon, and David S. Duncan

FROM THE SEPTEMBER 2016 ISSUE

Jobs aren't just about function—they have powerful social and emotional dimensions.

The building blocks



Meaning

WHY



Engagement

Excellence
Ethics

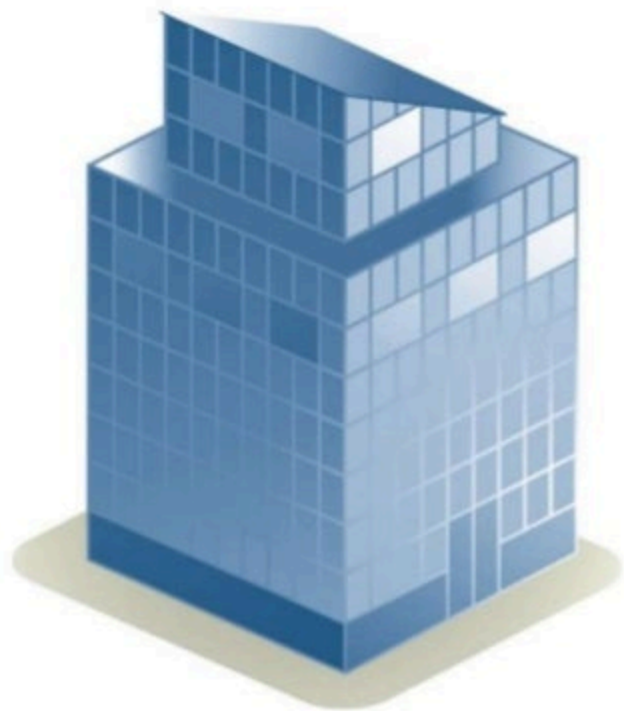


Performance?

Making a
difference

Meeting
organizational
goals

Employer Perspective



YOU

What do you see?



Inclusion is about what we're doing every day, all the time

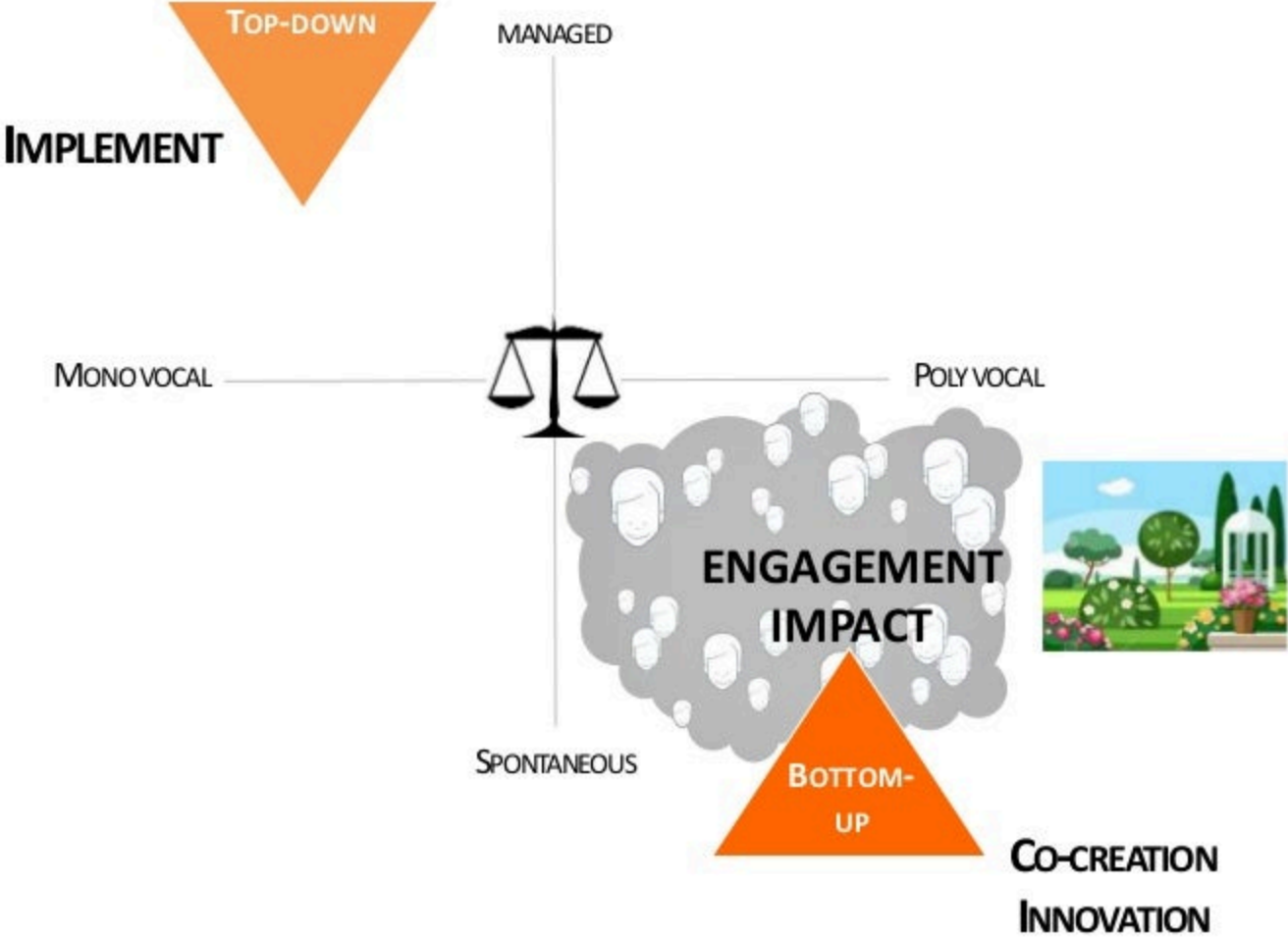
It's about ...

- being ourselves
- creating freedom from fear and anxiety
- feeling you belong
- understanding and appreciating different perspectives
- understanding our own unconscious biases
- changing (our own) mind sets
- Understanding our own implicit associations and filters
- engaging everyone
- **IT'S ABOUT ALL OF US**

and creating a safe environment ...

- where people can be themselves
- where people can feel they belong
- where people feel freedom to be
- where people feel there is room for play
- That produces a sense of effectiveness and competency, autonomy, initiative, creativity, entrepreneurship
- That allows for self-assertion in the workplace
- In which people feel generally happy

There are only 2 change strategies!



As a leader: **Step In and Step Back!**

- *Go to the people*
- *Live with them*
- *Learn from them*
- *Love them*

- *Start with what they know*
- *Build on what they have*
- *But of the best leaders, when the work is done, the task accomplished, the people will say*

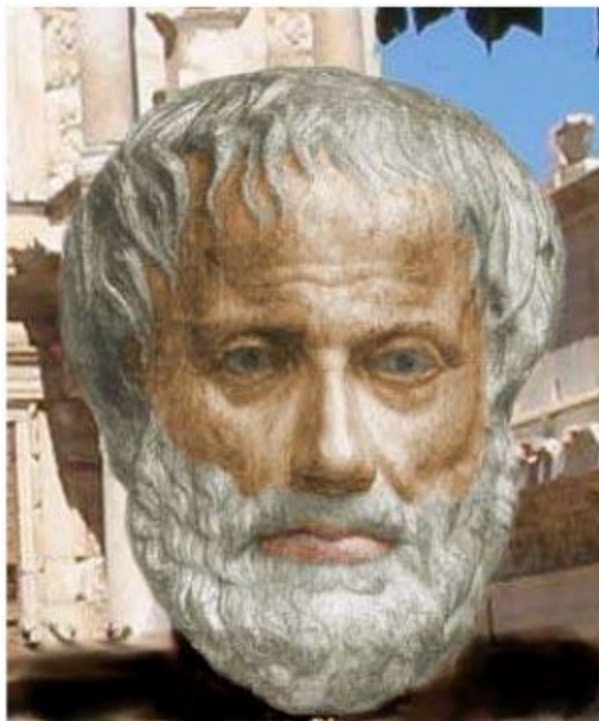
"We have done it ourselves"

Lao Tzu

Chinese Taoist Philosopher, founder of Taoism, author of the "Tao Te Ching" (also "The Book of the Way") 600 BC-531 BC



Trust



*“Practical wisdom is the
combination of
**MORAL WILL & MORAL
SKILL.**”*



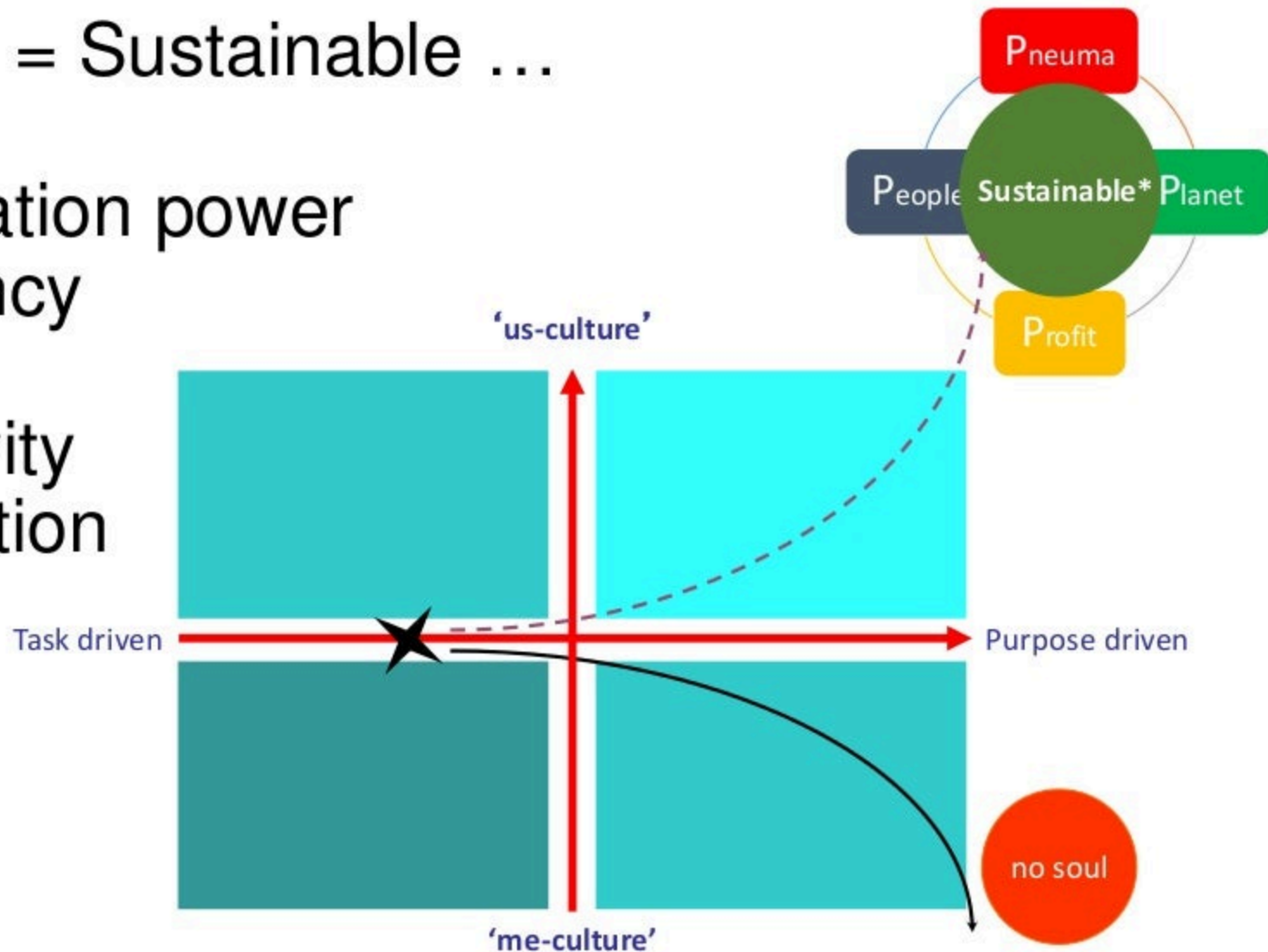
Harvest = Sustainable ...

*Realization power

*Efficiency

*Creativity

*Innovation







Diversity



Inclusion



Innovation



Collaboration



Engagement

Diversity and Inclusion are about meeting your organizational goals



“One powerful thing that we share is the believe that we can make a difference in this world through our products, through our values, through who we are.”



Round table discussion: What will I do differently starting Monday?

- 20 minutes to agree on 3 key things you will do differently starting Monday
- Each table assigns a spokesperson
- 10 minutes in which the spokesperson of each table will share the 3 key things his or her table agreed upon





life begins
AT THE END
- of your -
COMFORT ZONE