

Diversity, Equity & Inclusion

Tips for Making Results Matter



Inventory your key enablers and any changes needed such as infrastructure for data collection, processes for supporting collection, and the language you are using for data elements.



Know your limitations such as data issues. Be transparent about where you are in your journey and what you're planning in the weeks/months ahead.



Words Matter - using language such as "targets" and "progress" can mitigate disengagement due to perceived "failures" reflected by the data.

Make sure your measures are meaningful

Measuring Diversity: Quantitative measures focused on representation, span candidate application through employee departure and are often tied to demographics.

- Does your workforce represent your community/customers?

Measuring Equity: Quantitative and qualitative measures focused on systemic issues such as understanding barriers, compensation and benefits, access to opportunities.

- Are you addressing systemic issues vs. temporary fixes?

Measuring Inclusion: Qualitative measures often focused on sentiments, engagement, and access.

- Do you value each individual as an authentic part of your culture?
- Does each employee feel that they are valued and accepted?



Understand what you're trying to accomplish with your measurement approach: Are you seeking to drive transparency and visibility (dashboard) or drive behavior change through incentives (scorecard)?



Be sure your measures promote and advance your overall strategy.



Tell the story that helps your people minimize assumptions about what is or is not happening.



Plan for adoption. Know your stakeholders and what you need from them in order to drive adoption by considering level of influence + level of engagement.



Prepare your communications with a thoughtful cadence, structure, and tone.



Use a model of support for understanding and adopting your measures and processes such as a coaching or a championing model.