

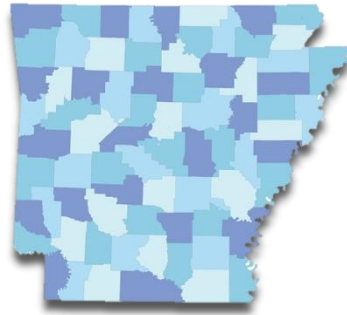
DIVERSITY, BELONGING, EQUITY, AND INCLUSION

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DIVERSITY

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BELONGING



Forbes 2021 THE BEST EMPLOYERS FOR DIVERSITY

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AMERICA'S BEST EMPLOYERS FOR DIVERSITY

EDITED BY KRISTIN STOLLER

APRIL 20, 2021



BROADIE FOR FORBES

| Rank | Name | Industries | Employees | Year Founded |
|------|---------------------|--------------------------------|-----------|--------------|
| 1 | JLL | Business Services & Supplies | 28,020 | 1783 |
| 2 | Booz Allen Hamilton | Professional Services | 26,300 | 1914 |
| 3 | Quicken Loans | Banking and Financial Services | 15,600 | 1985 |

BOOZ | ALLEN | HAMILTON



Dr. Malcolm Glover - 2021

THE WORK

Diversity, equity, and inclusion (DEI) are critical components of any process that seeks to respect human capital (a person's knowledge, skills, abilities, creativity, wisdom, judgment, etc.), life experiences, individual differences, and self-expression.

DEI is a journey and not a destination. We are all unique and we must learn to value all our differences.



THE WORK

DEI strategies embrace and encourage differences* including:

- Age
- Color
- Education
- Family or Marital Status
- Gender Identity or Expression
- Language
- National Origin
- Physical and Mental Ability
- Race and Ethnicity
- Religion
- Sexual Orientation
- Social and Economic Status
- Veteran Status

* PLEASE REMEMBER THERE MAY BE OTHER DISTINGUISHING CHARACTERISTICS THAT MATTER TO PEOPLE.





THE CONVERSATION

Think about the concept of **DEI** and your experiences engaging with coworkers, clients, or neighbors.



From your perspective, why might having discussions about **DEI**-related topics matter and what does **DEI** at its best look and feel like in the workplace or the community?





DIVERSITY

EQUITY

INCLUSION

BELONGING



DIVERSITY

Diversity is a fact; your identity representation. When we use this term, we're referring to demographic characteristics such as age, gender, ethnicity, religion, disability, sexual orientation, education, or national origin.

Diversity is any dimension that can be used to differentiate groups and people from one another. Understand that **diversity** is about empowering people by respecting and appreciating what makes them different.



THE CONVERSATION

We are all unique and valuing **diversity** can support reconciliation efforts and aid innovation.



What are some of the challenges you experience during efforts to acknowledge, advance, and embrace **diversity**?
What have been the achievements or opportunities?



DIVERSITY



EQUITY

INCLUSION

BELONGING



EQUITY

Equity ensures everyone has access to the same opportunities and it is an approach that recognizes advantages and barriers exist in every society and, as a result, we all don't start from the same place.

Equity is a process that begins by acknowledging we all don't start from the same place and because of certain disparities, or unequal treatment, individuals, groups, and communities must make a commitment to correct and address the imbalance.



EQUITY

Equity is more than just “doing the right thing”—it is essential to success, innovation, and growth. Be proactive and encourage fairness by doing the following:

- Question Your Assumptions
- Analyze Perceptions
- Take A Risk
- Disrupt The Default
- Speak Out
- Hold Yourself And Others Accountable



DIVERSITY

EQUITY



INCLUSION

BELONGING



INCLUSION

Inclusion is a concept based on equality, fairness, and mutuality that helps create a culture where everyone feels they can be themselves knowing that their experiences, perspectives, and talents are understood, appreciated, and celebrated.

Inclusion is about engaging, encouraging, and using the skills and thinking of diverse groups of people to develop smarter ideas, solutions, and decisions that improve outcomes and move organizations and communities forward.



INCLUSION

Create **inclusive practices** that build and nurture relationships by doing the following:

- Advocate for policies that engage diverse groups.
- Avoid the urge to impose your values on other people.
- Be honest about past mistakes and present challenges, in order to build an inclusive future.
- Interact with people from different backgrounds and increase your capacity to understand their lived experience.
- Intervene when you observe others engaging in behaviors that show cultural insensitivity, bias, or prejudice.
- Listen, accept, and welcome different people and ideas.



DIVERSITY

EQUITY

INCLUSION



BELONGING



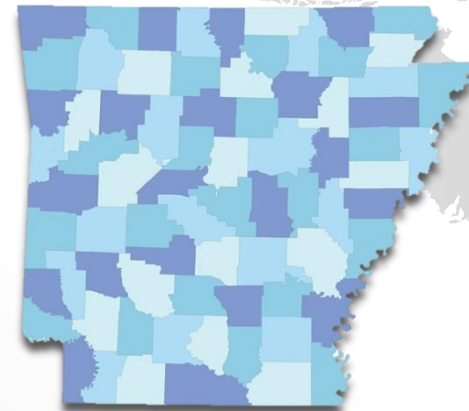
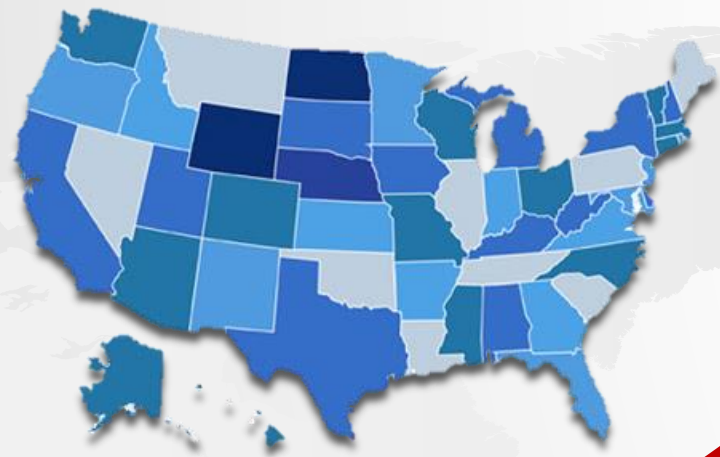
BELONGING

Belonging refers to a human emotional need to affiliate with and be accepted by members of a group. At its best, this acceptance, attention, and recognition affirms the individual's authentic self.

Belonging is achieved when we create spaces and places where all people are seen, heard, valued, and cared for.



BELONGING PRACTICES



BELONGING

Changing the status quo and encouraging **belonging** can be a challenge. You can successfully engage with others and create space for meaningful change by answering key questions that are part of the **Five “P” Change Leadership Framework**.

- Purpose
- People
- Partners
- Processes
- Performance





© Leadership Performance Group



THE CONVERSATION

Think about **belonging**, **inclusion**, **equity**, and the changes that you want to see on your team or in the community.



How can you support current **DEI** initiatives and/or create space for dialogue, learning, and understanding?



DIVERSITY

EQUITY

INCLUSION

BELONGING





LEADERSHIP ESSENTIALS

COLLECTIVE ACTION

INDIVIDUAL ACTION



COLLECTIVE ACTION

When leaders seek solutions to problems they often need to frame a message or develop strategies for **collective action**.

The following key points, can enhance efforts to encourage **cooperation** and help diverse groups find common ground on the job and in the community.

- Who we are:
- Who we represent, serve, support, engage, advocate for, and/or organize:
- The needs, problems, and challenges that we believe merit attention:



COLLECTIVE ACTION

Other key points to address to aid **collaborative efforts** include:

- Compelling stories or case examples that illustrate and justify the concerns we are raising:
- Key data or statistics that demonstrate there is a problem or a good joint solution:
- How we will frame or effectively shed light on this situation:
- Our proposed concrete policy solution(s):
- Additional messaging about the problem and the proposed solution (details, implications, considerations, feasibility, merits, and rationale):



COLLECTIVE ACTION

Final key points for **collective action** include:

- Our allies, coalition members, supporters:
- What we want the decision maker(s) to do:
- What is the historic moment? The unprecedented opportunity? Why is this the right time for this solution?
- What is in it for (her/him/them)?
- What resources we have to work with and those that we need to garner:
- Any follow-up that we need to do to complete our plan:



INDIVIDUAL ACTION

HUMAN RELATIONS PRINCIPLES

1. Tell the truth and keep your word.
2. Acknowledge and actively monitor team concerns.
3. Encourage cooperation and enlist support to resolve conflict.
4. Be proactive in identifying and preventing potential problems.
5. Seek new ideas and diverse opinions.
6. Learn from your mistakes and do not repeat them.
7. Respect differences and remember our common humanity.



INDIVIDUAL ACTION

LEADERSHIP PRINCIPLES

- Listen With Empathy: Compassion is the basis for equitable treatment and understanding
- Tell Your Story: Talking about your journey with authenticity encourages openness and inspires the sharing of ideas
- Create A Culture Of Transparency: Lead in a way that empowers others to speak up and raise issues without fear



INDIVIDUAL ACTION

LEADERSHIP PRINCIPLES

- Encourage Healthy Discourse: Be open to hearing differing views and urge others to express their opinions because diversity is healthy and it drives innovation
- Emphasize Accountability And Forgiveness: People make mistakes while engaging in difficult conversations, but we can learn from those mistakes and leaders must encourage people to take responsibility for their words and actions





THE CONVERSATION

We know that harnessing the power of **DEI** can aid efforts to understand the individual and unify the team.



As you embark on this new **DEI**-learning journey, what will you do to better your skills, build bridges across divisions, and embrace differences?



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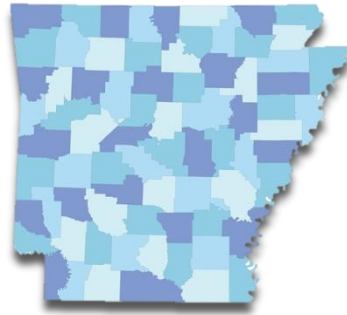
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