Preventing Harassment and Discrimination while Fostering a Diverse and Inclusive Environment

Today's Speaker

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Agenda

1 Creating a Balanced Environment

2 Training Prioritization and Structure

3 Fostering "Belonging"

4 Metrics and KPIs

5 Adapting to COVID-19

6 Q&A

How are "harassment and discrimination" and "creating a diverse and inclusive environment" related?

- Finding a balance and similarities is key

- Lack of diversity and inclusion is one of the leading risk factors for workplace harassment

- Research shows correlation between better workplace diversity and better financial performance (McKinsey & Company)

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https://www.eeoc.gov/select-task-force-study-harassment-workplace?renderforprint=1

When you think about eliminating harassment at work, how do you prioritize:
- **Training**
- **Involvement from the top**
- **Current organizational culture**

- Leadership first!

- Assessment of culture next.

- Training all the time.

- Tailor training to where you're at; progress as culture progresses

- Be mindful of other cultures

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How do you create "belonging" at your facility?

Diversity is being invited to the party.
Inclusion is being asked to dance.
Belonging is dancing like nobody is watching.

- Showing respect is necessary for someone to feel they "belong"

- Pay attention to the little stuff

- All supervisors: get to know your people (yes, even at a huge company)

- Bring the "out group" in

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What do you measure to quantify improvement on emotional issues of diversity and inclusion? And how?

- Combination of lagging and leading indicators

  — **Lagging indicators:** Ethics Hotline case data, EEOC charges, turnover rates

  — **Leading indicators:** Engagement Survey responses

- Representation and retention of diverse job applicants

- Numbers only tell part of the story

- Genuinely assess your culture

With COVID-19, have you become more lenient as you address or discipline bad behavior of stressed out individuals?

- Strong company values are more important than ever

- Employee Assistance Programs and hot lines can be life savers

- Stability helps through stressful times; jobs bring stability – harness that

- Listening and asking questions

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Alchemy Platform Drives Safety, Quality, & Productivity

Training

- Flexible platform: eLearning, group training, and OJT
- Multilingual course libraries
- Easily customizable content

Reinforcement

- App for on-the-floor observations
- Training-coordinated signage
- Supervisor guides for consistency

Compliance

- Automated recordkeeping
- Paperless documentation
- Audit-ready reporting

Q&A