

# Leveraging Diversity and INclusion for Business and Personal Success

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August 2013

# A little goes along way



# What do you see when you look at this picture?



# The Diversity Wheel



**“The many identities that define each of us as a unique individual”**

Source: Adapted from Marilyn Loden, Workforce America, 1991

## We All Have Unconscious Attitudes and Associations

*“Every man has reminiscences which he would not tell to everyone but only his friends. He has other matters in his mind which he would not reveal even to his friends, but only to himself, and that in secret. But there are other things which a man is afraid to tell even to himself, and every decent man has a number of such things stored away in his mind.”*

—Fyodor Dostoyevsky

**Stereotypes- exist and are prevalent in our society. They are oversimplified images and statements applied to a whole group of people without regard for the individual**

**Bias- is a predisposition to see certain things, events or people in a positive or negative way**

**Stereotypes and Bias touch every person, you could be the recipient or target of statements or we might be a bystander when this occurs**

# Diversity and INclusion

**Diversity** | The condition of having or being composed of differing elements : variety; *especially*: the inclusion of different types of people (as people of different races or cultures) in a group or **Inclusion**:

**INCLUSION: TO ACCEPT OR TAKE IN AS PART OF, OR TO TAKE IN AS A MEMBER OF THE GROUP**

**DIVERSITY IS BRINGING PEOPLE THROUGH THE DOOR;  
INCLUSION IS BRINGING THEM TO THE TABLE**

**DIVERSITY WITHOUT INCLUSION IS A PROMISE UNFULFILLED**

***CAN YOU BRING YOUR WHOLESelf TO WORK?***

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# Which Generation do you most identify with?

## NAME OF GENERATION

## AGES

## YEARS

Traditionalists

60 Years Plus

Born before  
1946

Baby Boomers

43 – 61 Years of Age

Born between  
1946-1964

Generation Xers

27 – 42 Years of Age

Born between  
1965-1980

Millennials (Generation Y)

7 – 26 Years of Age

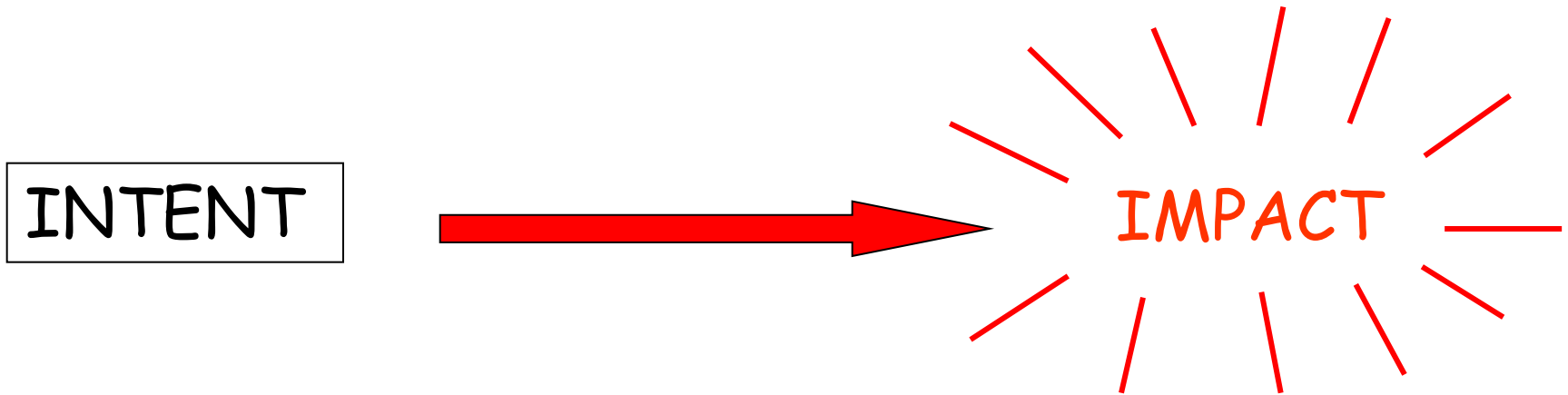
Born between  
1981-2000



# Comparison of Generations

	<b>Traditionalists</b>	<b>Baby Boomers</b>	<b>Generation X</b>	<b>Millennials</b>
<i>What Motivates Them At Work</i>	<b>Hard Work</b>	<b>Personal Fulfillment</b>	<b>Outcomes Driven</b>	<b>“What’s Next?”</b>
<i>Philosophy</i>	<b>Duty</b>	<b>Optimism</b>	<b>Personal Focus</b>	<b>On My Terms</b>
<i>Attitude Towards Life</i>	<b>Sacrifice</b>	<b>Crusading Others</b>	<b>Live for Today</b>	<b>Just Show Up</b>
<i>Approach to Spending</i>	<b>Thriftiness</b>	<b>Buy Now/ Pay Later</b>	<b>Save, Save, Save</b>	<b>Earn to Spend</b>
<i>Approach to Work</i>	<b>Work Fast</b>	<b>Work Efficiently</b>	<b>Eliminate the Task</b>	<b>Do Exactly What’s Asked</b>

# Difference Between Intent and Impact



**My perception is my reality; your perception is your reality**

**Our assumptions about the other person are often wrong**

**We assume intentions based on personal impact**

# Defining the Traits of an Inclusive Leader

- Possesses self-awareness
- Listens and is open to new ideas
- Has the ability to be flexible
- Walks the talk; can be a role model for inclusion
- Has a curiosity about learning
- Is accessible and provides mentoring and honest feedback
- Understands what motivates individuals within the team
- Builds relationships both internally and externally
- Is able to speak about and to all relevant aspects of diversity
- Has the courage intervene when they see behaviors that are not inclusive

# Improve Team Effectiveness: 3 Elements

## Know Yourself

- Know your “hot” buttons, where you are on your diversity journey

## Know Your Team

- Know your biases & assumptions; know what motivates your team/boss

## Know how to give Inclusive Feedback

- Give feedback in inclusive ways; focus on individual – specific, focused, & be aware of cultural differences

# Courageous Diversity Leadership Takes Work

*In addition to steps taken at the institutional level, **all leaders must accept personal accountability for inclusion to create an environment of equal access and opportunity.***

**Acknowledge your own blind spots** | Studies show that people make **approximately 11 judgments within the first seven seconds** of meeting someone new. Examine and neutralize any unconscious bias that may underlie your own decision-making process.

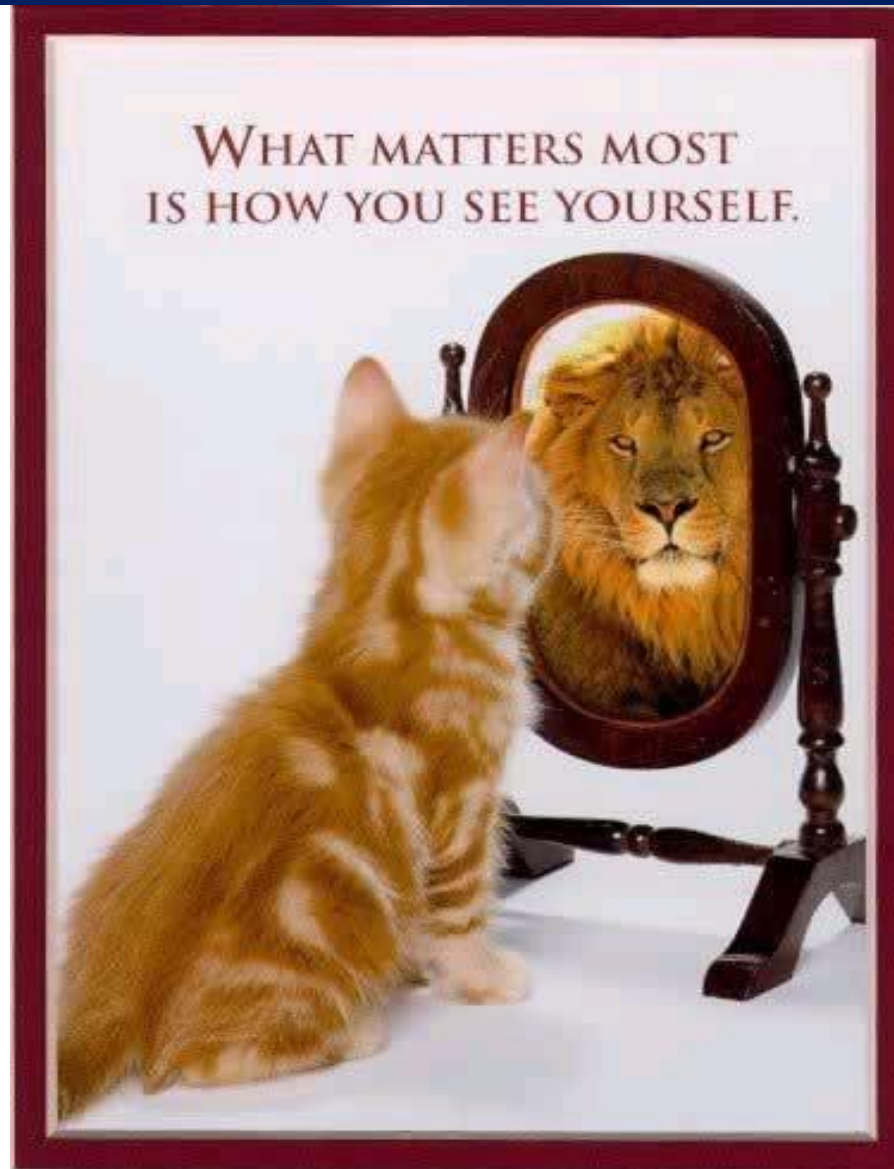
**Start the dialogue** | Demonstrate that diversity and an environment of inclusion are important by initiating conversations. Often, leaders wait for others to bring up those subjects, even in the form of complaints. **The more open & authentic the dialogues that take place, the easier to promote change.**      **Conversation vs. confrontation**

**Search for behaviors of exclusion** | Whether exhibited by yourself or others, **many exclusionary behaviors are unintentional—or even well-intentioned**, such as assuming a working mother would refuse a weekend travel assignment. Constantly seek out and eliminate such behaviors.

**Create an environment of advantages** | Small, unintentional inequalities can become pervasive in a culture. **A culture of inclusion fosters an environment of small advantages—such as candid feedback, special assignments, and invitations to contribute at meetings—that are available to all.** Keep a record of those who are given such advantages and the impact that it has. Make a conscious effort to include everyone on your team.

**Be a visible champion** | Show your commitment by what you say and do. **Broaden your perspective by becoming involved with people & groups outside your normal personal & professional social circles.**

# Mirror Mirror on the Wall...



**Emotions = two things; Inclusion and Exclusion**

**Skills do not get in the way at work, but personalities do**

**“Blessed are the flexible because they don’t get bent out of shape”**

# Don't be a bystander





# WHAT YOU CAN DO

- 1. Acknowledge your own blind spots**
- 2. Start the dialogue**
- 3. Search for behaviors of exclusion**
- 4. Create an environment of advantages**
- 5. Be a visible champion**

**Diversity is reality---Inclusion is a choice**

**Diversity is the mix---Inclusion is making the mix work**

**Diversity= sometimes counting people**

**Inclusion= knowing that all people count**