



Diversity, Equity and Inclusion are Action Words

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Agenda

- Why DEI
- What is DEI
- Creating A DEI Program
- What Does Success Look Like
- Lessons Learned



Employee Turnover is Costly

- BLS – average turnover rate in 2021 of 57%
- Cost – 1.5 to 2 times employee's annual salary
- Lost productivity – workload goes to others or doesn't get done
- Millennials more likely to job hop



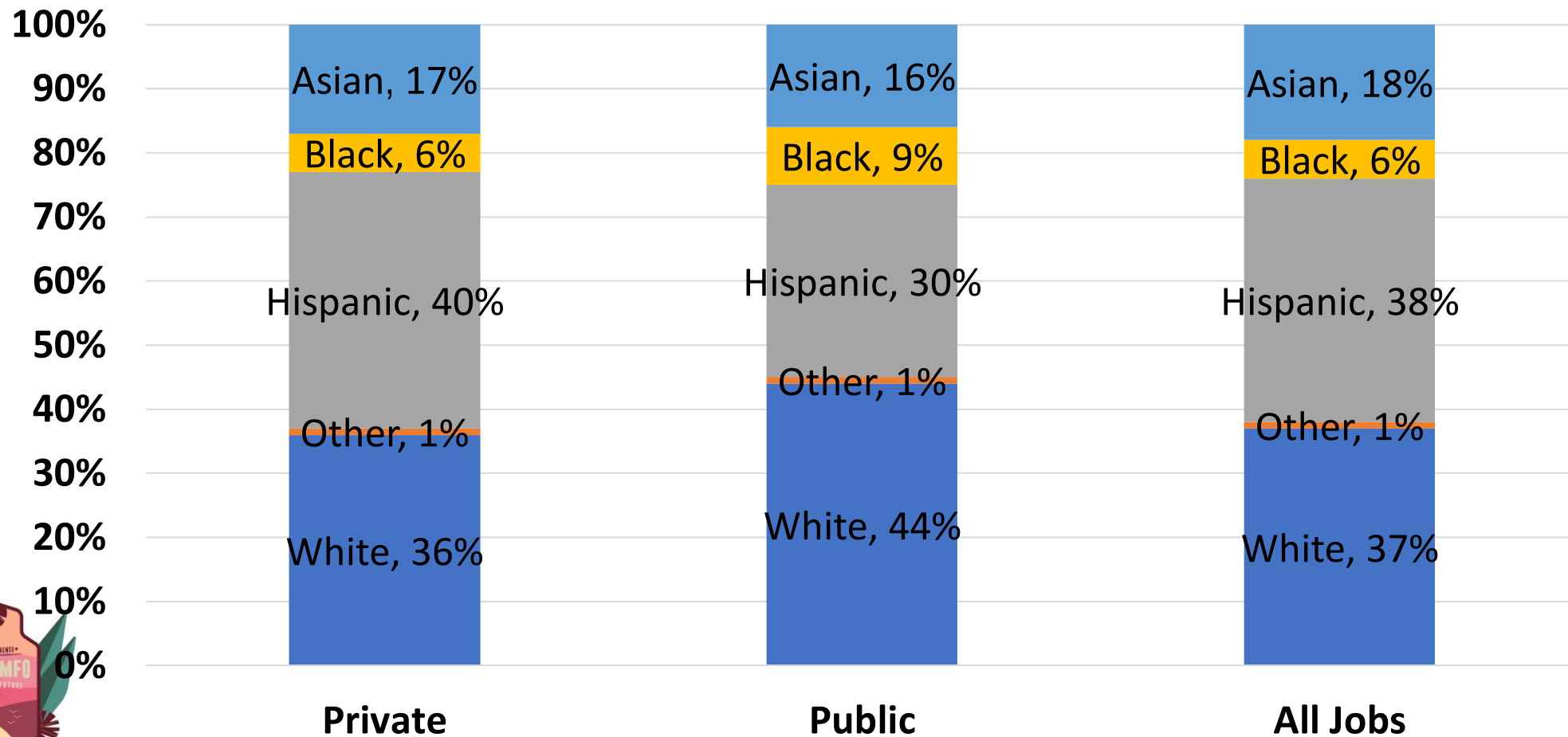
Causes of Employee Turnover

- Confidence in leadership – 68% who don't feel supported consider leaving
- Company culture – 47% cite toxic culture as reason for leaving
- Feedback – 48% say asking for and acting on feedback could reduce turnover
- Lack of opportunities – 72% of job candidates driven by career growth
- Recognition – 82% say work recognition improves morale
- Lack of Diversity – belonging improves engagement



Public Sector Demographics

Share of CA Workers by Sector, Race



Benefits of DEI

- Increases competition (pool) of top talent
- Encourages and supports innovation and creativity
- Improves performance – diverse organizations outperform
- Reduces risk – bias costs \$\$\$
- Decreases employee turnover

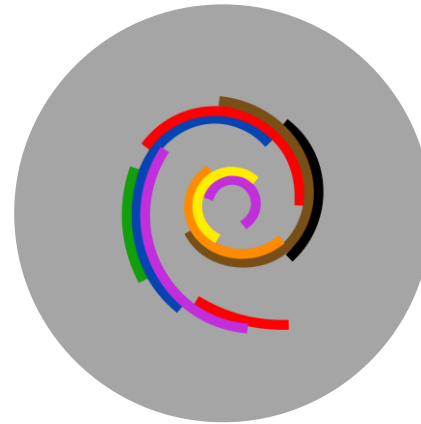


Diversity, Equity, Inclusion



DIVERSITY

ALL THE WAYS IN WHICH PEOPLE DIFFER.



EQUITY

FAIR TREATMENT, ACCESS,
OPPORTUNITY, AND
ADVANCEMENT FOR ALL PEOPLE.
IDENTITY CANNOT PREDICT
OUTCOME.



INCLUSION

A VARIETY OF PEOPLE HAVE
POWER, A VOICE, AND DECISION-
MAKING AUTHORITY.



Types of Diversity

DIFFERENT
INDIVIDUALS
VALUING & ACCEPTING
EACH OTHER
REGARDLESS OF:
SKIN COLOR, GENDER
INTELLECT
TALENTS OR
YEARS

Race & Ethnicity

Sex & Gender Identity

Sexual Orientation

Nationality & Citizenship

Education & Experience

Politics & Religion

Physical & Mental Ability

Job Title/Seniority

Family Status

Age



Types of Bias

Affinity

Attribution

Effect

Age

Anchor

Beauty / Appearance

Halo / Horns

Contrast Effect

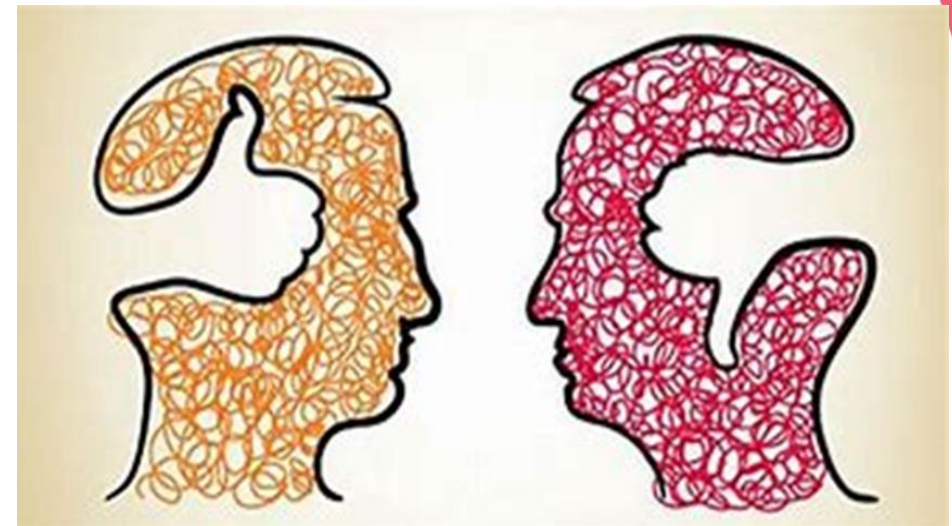
Confirmation

Conformity

Gender

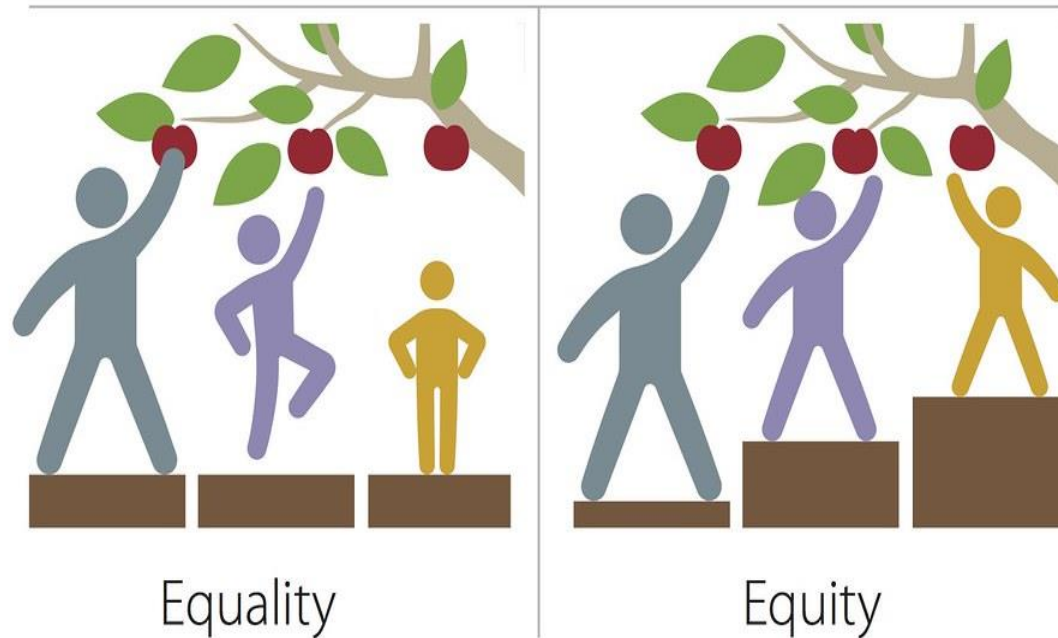
Name

Nonverbal

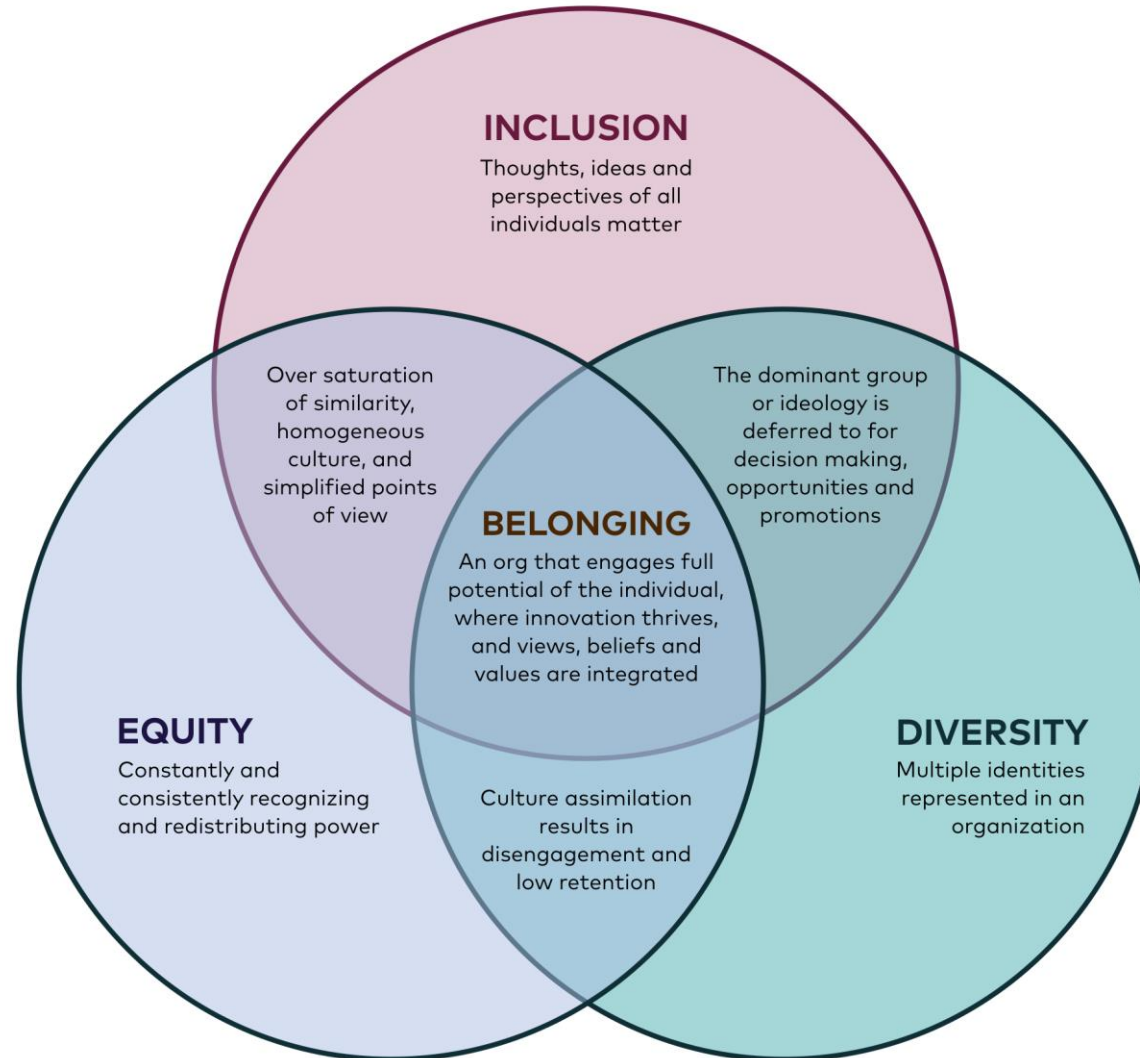


Equality vs. Equity

- Equality = everyone is given the same resources and opportunities.
- Equity = allocate resources and opportunities to reach an equal outcome



Belonging



Diversity,
Equity,
Inclusion,
and
Justice
asks...

Diversity asks, *“Who is in the room?”*

Equity responds, *“Who is trying to get in the room but can't? Whose presence in the room is under constant threat of erasure?”*

Inclusion asks, *“Has everyone's ideas been heard?”*

Justice responds, *“Whose ideas won't be taken as seriously because they aren't in the majority?”*

Diversity asks, *“How many more of [pick any minoritized identity] group do we have this year than last?”*

Equity responds, *“What conditions have we created that maintain certain groups as the perpetual majority here?”*

Inclusion asks, *“Is this environment safe for everyone to feel like they belong?”*

Justice challenges, *“Whose safety is being sacrificed and minimized to allow others to be comfortable maintaining dehumanizing view?”*

– *Dr. D-L Stewart*



Creating a DEI Program

1. Get leadership understanding and buy-in
 - Educate the board, managers, supervisors
2. Review policies and procedures
 - Biased policies, procedures, practices can create barriers
3. Form an employee DEI committee
 - Employee led programs have greater impact and staying power
4. Educate committee about conscious and unconscious bias
 - Committee members can be advocates and educators to peers
5. Set clear, measurable goals (SMART)
 - Without goals, the Committee could lose focus and energy



DEI Committee Considerations



Be clear about the purpose and charge of the committee.



Consider skills and knowledge committee members have that support the committee in fulfilling its purpose



Establish shared language for keywords and concepts related to the topic



Anticipate competing ideas and healthy conflict



What Do We Talk About?

Hiring

Retention

Racial Equity

Accessibility & Disability Inclusion

COVID-19 & Well Being



Success Leaves Clues

Google

Facebook

Massachusetts
Institute of
Technology (MIT)

Morgan Stanley

DELL Technologies

Microsoft

L'OREAL

Gap Inc.



Lessons Learned

1. There is no “right” time to start
2. Discussions will be uncomfortable for some, no matter the topic
3. It is too important to ignore
4. Acknowledge controversial events – silence is alienating, too
5. Color blindness trivializes experiences
6. You WILL get some things wrong! Keep trying.
7. This is a marathon, not a sprint.
8. Some employees may choose to leave the organization





Questions?

