“BE YOUR BEST”

Consulting
Coaching
Training

Equipping Leaders...Building BEST Teams...Achieving Uncommon Results.
Today’s Agenda

• The Changing Workforce
• Workforce Trends
• Best/Better Practices
• Diversity & Inclusion

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The Changing Workforce

• The Workforce Is Aging
  – Baby Boomers

• The Workforce is More Diverse
  – Gender
  – Race/Ethnicity
  – Language

• The Workforce is Increasingly Disengaged
  – Values/Motivations

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3 Major Trends

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Trend #1

Intensely Competitive Global Market

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Trend #2

Dramatically Changing Demographics

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Increasing Tendency For Individuals To

**Celebrate Their Diversity**

(Rather Than Attempting To “Fit In”)

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The Trend Continues

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“Those organizations that best manage large diversity will be the winners.”
Leading & Managing

• Leading
  – Guiding, Coaching, Directing

• Managing
  – Administering

“Lead people. Manage tasks, processes and projects.”

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Define “Diversity”

• Differences AND Similarities
• Variety
• Being composed of differing elements or qualities

Source: Merriam-Webster Dictionary

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Dimensions of Diversity

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Dimensions of Diversity

Source: Implementing Diversity By Marilyn Loden

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Diversity & Styles

- Personality
- Communication
- Conflict Resolution
- Learning
- Motivation
- Social (Interpersonal)

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Implications

Suppliers  Employees  Customers

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“Rising Customer Expectations.
Emerging Competitors.
Keeping up with innovation.
These are the mounting challenges
that business leaders face every day.
And they are looking for answers.”

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Implications

• Turnover/Churn
• EEOC Claims*
  – Age
  – Disability/Differently Able
  – Retaliation
• Low Productivity
• People Quit & Stay

* Increased the most in the last 5 years.
U.S. Employees have Spoken!
Managers & Employers Take Note

Source: Cornerstone OnDemand Employee Survey

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Represents 13% of the workforce (143.5 Million Employees in the US)

Source: Cornerstone OnDemand Employee Survey

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What Motivates Them to Stay?

- 48% a good manager
- 46% feeling appreciated by employer
- 39% opportunity for career growth
- 38% promotion or new title
- 35% recognition for achievements
- 32% opportunity to develop skills

Source: Cornerstone OnDemand Employee Survey

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Employers will need to rethink:

- The Workplace Environment
- Non-traditional Work Arrangements
- New Recruiting Resources
- How to lure employees who have left the workforce back to work.

Source: HR Daily Advisor

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“Assimilation, the traditional approach, essentially manages (or mismanages) diversity by ignoring it.”

– Dr. R. Roosevelt Thomas, Jr.
Is the real issue:

Diversity

or

Inclusion

“It’s not this or that. It is this AND that.”

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“Those organizations that best manage large diversity will be the winners.”
There is no “one-size fits-all” model. When it comes to mission-critical, business transformation, a strategy should fit the organization’s specifications.
Best Practice

• Respect
• Integrity
• Excellence

“The old adage: “Do unto others as you would have them do unto you” is still very valid today.”

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Best Practices

• Performance Management

• Employee Engagement

• Leadership Development

• People Development

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Path Forward

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“Business success requires that [leaders and] managers find a means of tapping into the highest potential of ALL their employees.”

– Dr. R. Roosevelt Thomas, Jr., Author

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Diversity@Work™ Series

Finding Common Ground™

The Generations™

Leading A Diverse Workforce™

Building BEST Teams™

Working Well Together™

Diversity is multifaceted.
Inclusion strategies must be too.

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“A different perspective can make all the difference.”
“No two people see things the same.”
“Many perspectives. One like-minded goal: success.”
“A diverse business needs employees with diverse ways of thinking.”

– Travellers Insurance

Black Enterprise June 2013 Edition

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“A my-way-or-the-highway approach will not produce the results you want (and need) to remain competitive.”

– Gwendolyn Tucker
Thank You!

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