

Embracing Workplace Diversity

Michelle Beck-Howard

Before we begin...

- + We are recording this webinar. The on-demand version will be available for viewing on our site by the end of the week.
- + This webinar has been HRCI pre-certified for one hour of general credit.
- + If at any time during the presentation you have a question you'd like us to answer, send it to us using the "Questions" tab in the GoToWebinar menu bar.

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Agenda

- + Why diversity is important
- + Inclusion
- + How to increase diversity
- + Managing a diverse workforce
- + Overcoming potential challenges
- + Preventing legal complications



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Why diversity is important

- + For your business
 - + Changing demographics across the United States
 - + Growing global economy
 - + Increased performance effectiveness
 - + Fostering innovation and creativity

Why diversity is important

- ⊕ For your employees
 - ⊕ Increased exposure to the diverse population
 - ⊕ Fosters mutual respect
 - ⊕ Global reach = business growth = increased promotional opportunities

Inclusion

- ⊕ Creating an inclusive work culture promotes employee and business success
 - ⊕ Culture of valuing and respecting differences
 - ⊕ Support individual strengths
 - ⊕ Reflect in policies and practices



How to increase diversity

- + Review current workforce
 - + Does it represent your community?
- + Understand hiring needs
 - + Positions
 - + Diversity gaps
- + Develop sound hiring practices
 - + Based on position responsibilities and skills needed
 - + Neutral with respect to personal characteristics

How to increase diversity

- ⊕ Take advantage of local organizations
 - ⊕ Colleges and universities
 - ⊕ Cultural institutions
 - ⊕ Research alternative job posting sites
- ⊕ Emphasize details that will attract a more diverse candidate pool

How to increase diversity

- ⊕ Treat increasing diversity as an initiative - not a quota
 - ⊕ Always make the hiring decision based on the most qualified candidate
- ⊕ Communicate and train hiring managers
 - ⊕ Transparent recruitment and hiring practices

Managing a diverse workforce

- + Communication is key
- + Treat everyone as an individual
- + Encourage diverse work teams
- + Avoid stereotypes



Managing a diverse workforce

- + Establish objective criteria
 - + Position responsibilities
 - + Knowledge, skills and abilities
 - + Performance counseling
- + Keep an open mind
 - + Understand and appreciate differences

Overcoming potential challenges

- + Accommodation request

- + Listen to the request
- + Consider options

- + Reluctant coworkers

- + Lead by example
- + Inform and educate
- + Enlist a champion

Preventing legal complications

- + Discriminatory hiring practices
 - + Establish a consistent interview process
 - + Apply job-related selection criteria
 - + Consider accommodation inquiries
- + Hostile work environment
 - + Address concerns immediately
 - + Conduct professional investigations in a timely manner
 - + Take appropriate action

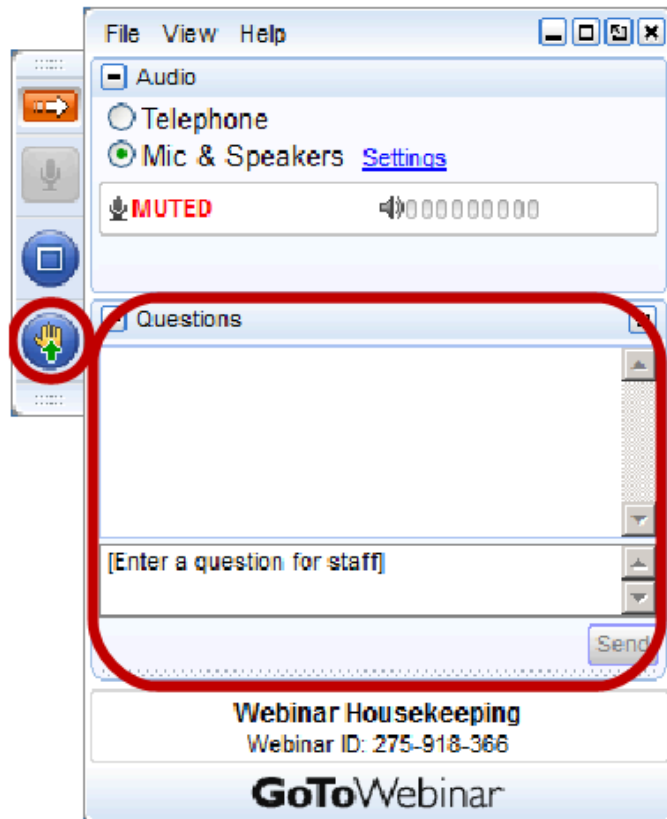
Preventing legal complications

- ⊕ Discriminatory employment actions
 - ⊕ Base policies and benefits decisions on sound business practices and needs
 - ⊕ Apply policies consistently
 - ⊕ Make objective, job-related criteria the basis for all employment decisions
 - ⊕ Take any and all employee concerns seriously

Closing Thoughts

- + Diverse, inclusive companies experience greater success
- + Creating a diverse and inclusive workplace does take work from the entire organization
- + Using sound management practices creates a solid workplace for all employees
- + Potential challenges and legal complications can be addressed and avoided all together

Questions?



*You can type questions in the Go-to-Webinar menu bar as shown.

Questions?

Q&A

#AskMDE



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Or, you can email your questions to info@gnapartners.com.

Reminders

- + The recording of this webinar will be available on the G&A Partners website soon (www.gnapartners.com).
- + This webinar has been pre-certified for 1 hour of general recertification credit toward PHR, SPHR and GPHR recertification through the HR Certification Institute.

We will send out an email to all those who are confirmed as attended with the program ID code to note on your HRCI recertification application form.



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