

## DIVERSITY, INCLUSION AND EQUITY

### DIVERSITY

Diversity is when individuals with different identities, experiences, and backgrounds come together in the workplace.

### INCLUSION

Inclusion is when everyone has the same opportunity to participate and contribute, regardless of who they are.

### EQUITY

Equity is when systems provide for fair treatment, access, and opportunity for all.

### WHY DOES IT MATTER?

Our workplaces are constantly changing and evolving. These dynamic environments require a diverse group of people who can contribute their best work all day, every day.

Diverse teams are more successful because they have the potential to include a wider range of perspectives. Together, they have the power to see a more complete picture.

People who contribute to diverse teams effectively are most likely to succeed. When you value and respect others, they will do the same for you. It's that simple.

## IDENTITY

Everyone has a social identity made up of various characteristics.

Some characteristics are externally obvious, but some are not.

These characteristics can result in advantages or disadvantages.

We experience situations and workplaces differently based on our identities. We can show respect for others by engaging with them, being open to their perspectives, avoiding stereotypes and assumptions.

## UNCONSCIOUS OR IMPLICIT BIAS

Our brains receive millions of pieces of information per second but can only process a handful at a time. To avoid overload, our brains use shortcuts to select certain pieces of information and fill in the gaps with prior experience and assumptions.

Drawing conclusions in this way is called bias. When we're not aware of how bias impacts us, it's called "unconscious" or "implicit" bias. Failing to identify and interrupt bias can have negative consequences.

## MICROAGGRESSIONS

What we might think is a joke, compliment, or a question about someone's identity, can be offensive and cause harm. These types of comments are called "microaggressions."

Even though they're called microaggressions, their impact isn't minor or small. Over time, they tend to build up, and cause exclusion and exhaustion.

If you cause harm, don't make it about you, and don't tell the other person that they are overreacting. Instead, apologize respectfully and learn how not to repeat the mistake.

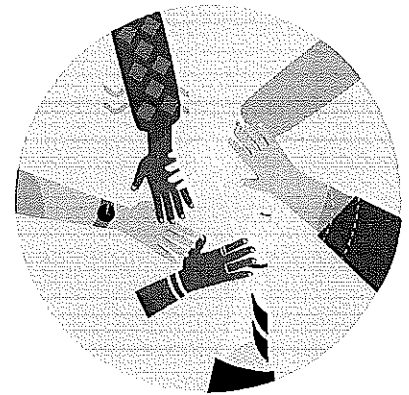
If you are offended, you can try to have a constructive conversation about it—but ultimately, you get to decide how you want to react and what you want to do.



## DIVERSITY, INCLUSION AND EQUITY WHAT YOU CAN DO

Contributing to diversity, inclusion and equity requires us to:

- advance the interests of others
- speak up for marginalized groups
- commit to improving things for everyone
- follow up on those commitments through our actions



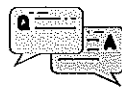
You can make your workplace more inclusive, and thereby more successful, by starting the change within yourself with these three steps: Learn, Engage, and Act.

### LEARN



Rather than putting the burden on others to educate you, learn how to support your coworkers who might be excluded or marginalized through self-reflection, seeking guidance from those you trust, reading and researching.

### ENGAGE



Get to know coworkers who are different from you. Look for opportunities to greet them in a friendly manner or have a conversation. Be yourself and find out who they are. Ask for their point of view.

### ACT



Amplifying marginalized voices and create space for others to participate and succeed. Lift up and support your coworkers, exhibiting kindness and empathy. If you get the opportunity, advocate for them and give them a boost, just as they may have done for you.



### REMEMBER

You may make mistakes along the way—engaging to support diversity, inclusion, and equity is a process. Embrace the discomfort and know that your work is part of a valuable effort to make the workplace more inclusive.

It's OK to start small. If you make a mistake, apologize genuinely and commit to improving. When you engage in efforts to promote diversity, inclusion, and equity, your coworkers will trust you more and rely on your partnership. This can make you more successful, your job more enjoyable, and the organization as a whole more efficient, profitable, and innovative.

change perspectives. achieve compliance. elevate culture.



# Reflection Guide: Unconscious Bias

## Instructions:

The following series of questions will help you to uncover your unconscious biases and think through ways to overcome them in future interactions. You can save this document for your own reference. None of your answers will be stored.

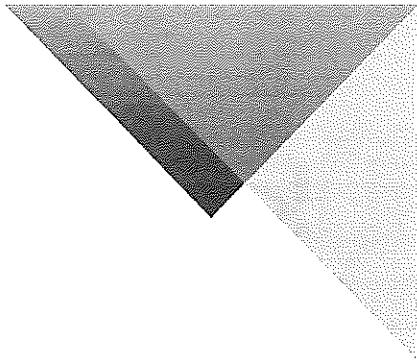
Think about an interaction with someone you met, someone who was quite different from you. This could be a co-worker, customer, supplier, or manager or even someone outside of work.

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## Questions

1. What was my immediate impression of this person?

2. What gave me that impression?

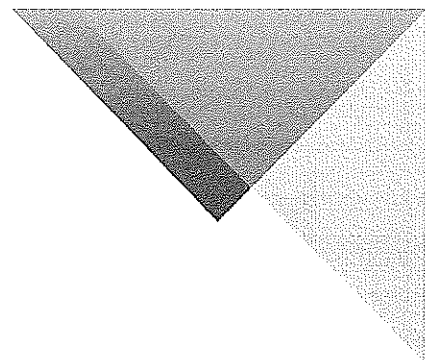


**Questions (continued)**

3. Did I categorize them unfairly?

4. What made me categorize them unfairly?

5. In future interactions, how can I be mindful of and avoid this bias?



# Reflection Guide: Engage

## Instructions:

The following series of questions will help you to uncover ways to Engage when you see biased or exclusionary behavior.

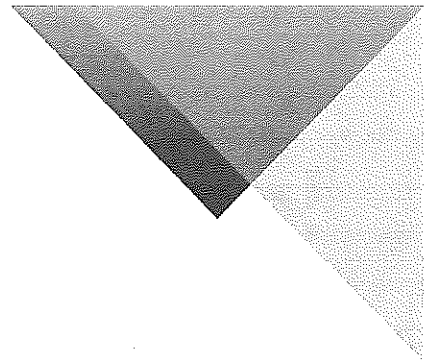
Think back to a situation where you saw something happen that was biased or exclusionary. This can be at work or in your personal life.

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## Questions

1. What exclusionary behavior did I see?

2. How did I react?

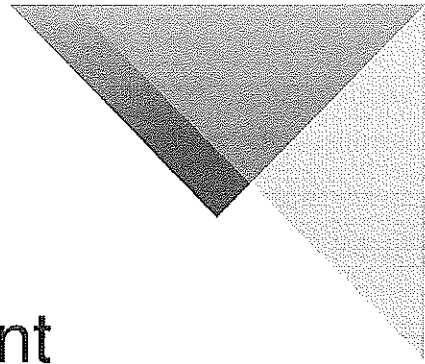


**Questions (continued)**

3. Did I Engage or ask to Engage?

4. What would I do differently now?

5. What can I do to Engage in future interactions when I see biased or exclusionary behavior?



# Reflection Guide: My Commitment

## Instructions:

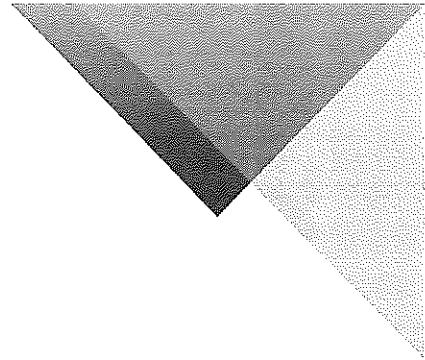
The following series of questions will help you to uncover ways to Learn, Engage, and Act in situations where you see biased or exclusionary behavior.

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## Questions

1. My Commitment to Learn about others' perspectives and how they experience the workplace.

2. My Commitment to Engage when I see biased or exclusionary behavior.



**Questions (continued)**

3. My Commitment to Act by including others, exhibiting kindness and empathy, and supporting others.