
DIVERSITY, EQUITY, INCLUSION & UNCONSCIOUS BIAS

HOW TO ADDRESS IT IN THE WORKPLACE

DIVERSITY, EQUITY, INCLUSION

The following is an in depth look at diversity, equity, inclusion & unconscious bias in the workplace. Your guide to navigating, recognizing and addressing it straight from the Noble Leadership Institute.



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INTRODUCTION

DEDICATED TO AN EQUITABLE WORKPLACE

DIVERSITY, EQUITY & INCLUSION

A LOOK AT DIVERSITY, EQUITY, AND INCLUSION (DEI) IN THE WORKPLACE. YOUR GUIDE TO UNDERSTANDING WHY THIS TRANSFORMATIVE WORK IS NEEDED AND HOW IT CAN DRASTICALLY IMPROVE YOUR ORGANIZATION.

WHY IS DIVERSITY, EQUITY, INCLUSION IMPORTANT?

DEI IS VITAL TO CREATING AND MAINTAINING A SUCCESSFUL WORKPLACE, ONE THAT VALUES THE ABILITY OF ALL PEOPLE TO CONNECT, GROW, AND BELONG. WHEN PEOPLE WITH DIFFERENT BACKGROUNDS AND VIEWPOINTS COME TOGETHER, COMPANIES CAN CREATE A THRIVING WORKPLACE THAT BENEFITS EVERYONE—THEIR EMPLOYEES, CLIENTS, AND COMMUNITIES.

HOW DO WE ADDRESS DIVERSITY, EQUITY, INCLUSION?

THERE IS NO “ONE-SIZE-FITS-ALL” APPROACH TO DEI IN THE WORKPLACE. SYSTEMATIC RACISM OFTEN HIDES IN NEUTRAL, SEEMINGLY COLORBLIND MANAGEMENT PRACTICES AND ROUTINES. FOCUSING ON DEI REQUIRES A HOLISTIC APPROACH. THAT MEANS REVIEWING ALL ASPECTS OF YOUR ORGANIZATION TO DEVELOP AND EMBRACE AN APPROPRIATE DEI TRANSFORMATION THAT CAN SUSTAIN THE DESIRED CULTURE SHIFT.

OUR PROCESS

ACTING BOLDLY TO ACHIEVE SHARED DEI GOALS IS CRITICAL TO THE SUCCESS OF AN ORGANIZATION. DOING SO INCREASES PROFITABILITY, CREATES AN ENGAGED AND INCLUSIVE WORKFORCE, AND ENABLES THE BUSINESS TO BECOME AN EMPLOYER OF CHOICE. OUR DEI SPECIALISTS WILL REVIEW YOUR PRIORITIES, STUDY YOUR CULTURE, AND ANALYZE YOUR SYSTEMS IN ORDER TO IDENTIFY THE BEST PATH FORWARD.

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WHAT IS DIVERSITY, EQUITY & INCLUSION?

AN INTRODUCTION

At the Noble Leadership Institute, we believe that committing to a robust and thoughtful DEI strategy is one of the most impactful steps a business leader can take. To set the foundation, we'll begin by defining the following terms:

DIVERSITY

Employees have numerous individual characteristics that make them unique. These characteristics encompass several dimensions of diversity including gender, religious beliefs, race, marital status, ethnicity, parental status, age, education, physical and mental ability, income, sexual orientation, occupation, language, geographic location, and others. When we think of diversity we often think of physical, visible differences. However, it's also important to be mindful of diversity of



thought and the important role it plays in the workplace.

WHY DIVERSITY MATTERS:

Employees bring their unique backgrounds and life experiences to the workplace, which increases diversity of thought and provides new perspectives in the business. When organizations hear, embrace, and appreciate the diverse voices in their organizations, they'll be able to increase innovation, collaboration, and profitability.

INCLUSION

Inclusion builds a culture of belonging by actively inviting the contribution and participation of all people, giving them a voice at the table and making them feel valued. This means that every employee feels comfortable and supported by the organization when they bring their authentic self to work.

Inclusion efforts, you can drive better business outcomes, elevate your organization's growth, and positively impact the broader economic development of our society.

EQUITY

Equity is the principle of ensuring that processes and programs are impartial and

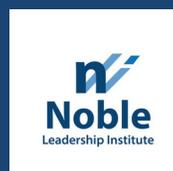
WHY INCLUSION MATTERS:

Creating an inclusive environment will transform your organization and enhance your most valuable asset—your employees. When your employees' voices are heard, they contribute. On the other hand, when people can't contribute, they either quit and leave, or they keep quiet and stay. Both of these types of situations negatively impact employee engagement and company culture. By investing in deliberate and intentional

fair. Everyone receives fair treatment, equal opportunity, and fair access to information. In order to ensure equal opportunities for all individuals across the organization, employers must recognize potential barriers and advantages. This is the crucial difference between "equity" and "equality."

WHY EQUITY MATTERS:

Equity ensures that everyone has access to the same treatment, opportunities, and advancement. Equity aims to identify and eliminate barriers



WHAT IS...

that prevent the full participation of certain groups of individuals. When emphasizing equity, business leaders realize that not everybody is starting at the same level. They see that these limitations can create barriers and give rise to advantages, ultimately leading to an inequitable process.



DIVERSITY, EQUITY & INCLUSION IN THE WORKPLACE



Diversity in the workplace cannot simply be transactional—evaluating data, implementing training, and establishing goals. For DEI to truly take hold, the process must be transformational and sustainable. It takes strong leadership and investment, weaving DEI into the long-term values, mission, and purpose of an organization.



Companies that successfully implement DEI efforts commit to multi-year transformations. They embrace the challenges of this difficult work with empathy and courage. They aren't afraid to have uncomfortable or critical conversations. They continually recommit to the process in both successes and failures. These types of organizations know that operating outside of their comfort zones and being challenged by diversity of thought, input, and contributors is essential to their business. They realize that their focus on DEI will ultimately lead to better engagement, increased productivity, and tangible benefits to the bottom line.

- 1 Cultural transformation requires instilling habits of inclusion, which are not just demonstrated by some of the leaders within your organization, but by all leaders.
- 2 Culture transformation is demonstrated in the shared everyday habits of an organization.
- 3 The ability to understand what drives threats and rewards within your organization is a critical first step in the growth process.

While the work of diversity, inclusion, and unconscious bias are connected they are not the same.

DIVERSITY≠INCLUSION≠UNCONSCIOUS BIAS

- 1 Diversity has a seat at the table.
- 2 Inclusion has a voice at the table.
- 3 Unconscious bias is one reason why some voices are heard more than others. Everyone perceives their world through their own filters. If you have a brain, you have biases.

Successful implementation of any DEI program requires that all of these elements are addressed. However, the first step for organizations is to understand where they are on the continuum. Businesses must ensure that, throughout the entire process, employees feel free to share their thoughts without fear of retaliation.

DEI Work Is Leadership Work



A focus on DEI will influence every aspect of your company. At The Noble Leadership Institute we see bold and capable leaders as the answer to transforming culture.

DEI work is most certainly leadership work. It requires the ability to be introspective and self-aware, the ability to grapple with uncertainty and discomfort, and the ability to empathize and show vulnerability. Successful implementation of any program will require all of these elements. This transformative

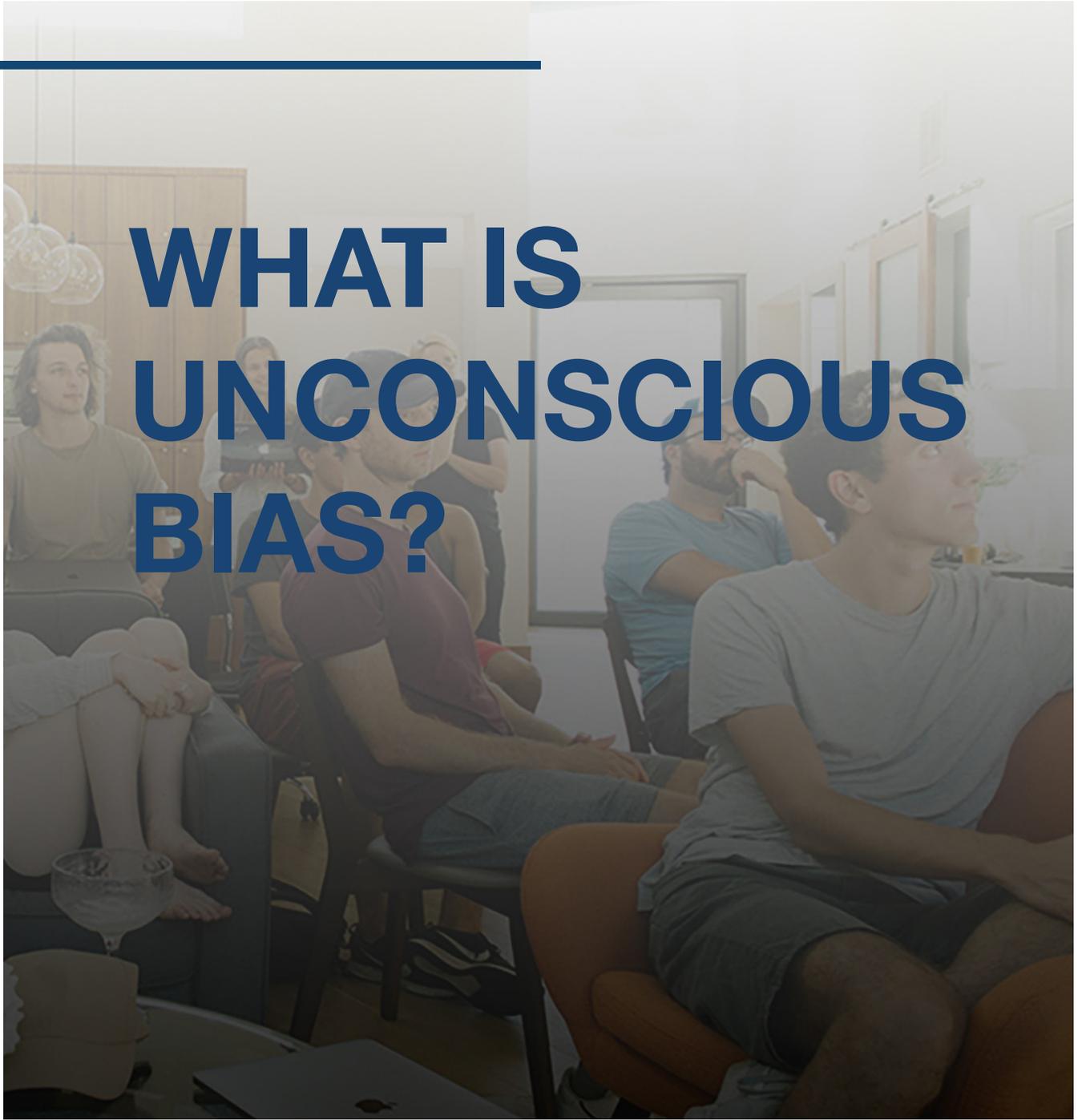
work will enable people to share their stories and speak what's on their mind without fear of retaliation. Only then can businesses truly harness the power and potential of their organization.

For leaders, this begins with a deep personal audit that challenges them to become self-aware. They come to understand their triggers, belief systems, and the manner and motivations behind their interactions in the world.

Having spent 20 years in client services and management, Lynette Noble, CEO and founder of Noble Leadership Institute, recognizes the various ways in which biases and beliefs work their way into every decision within the workplace environment.

For this reason, leaders need to be acutely aware of the ways in which they influence their environment, teams, business decisions, and much more.

WHAT IS UNCONSCIOUS BIAS?





Here are a few tips on how business leaders can recognize and address DEI and bias:

1. Increase self-awareness, understand your reactions so that you can determine how you want to respond.
2. Have the courage to challenge assumptions, biases, and beliefs.
3. Understand different perspectives and fight the urge to rationalize or defend the situation when it is at odds with your view of the world.
4. Take a moment to choose how you want to engage in the world.

Why Is It Important to Address Biases?

We all hold biases. Leaders who recognize this are able to be the catalyst for change within their work environments.

Unconscious bias refers to the influences from a person's background, experiences, and environments. These influences affect the way we interact with others and are an active part of our decision making.

Unconscious biases are stereotypes that are unintentional, deeply ingrained, and often universal.

How Do I Get Rid of Unconscious Bias?

Start by recognizing that you have bias. Identify and examine your biases. Decide which biases to work on first, and be mindful of biases moving forward.

We all have unconscious biases. It is important to recognize them and, as you do that, you can work on rooting out the influence they have in your decision making. This is a continual process that will go deeper and deeper as you go. Be sure to take time to look at your progress and keep pushing forward!



How Can Unconscious Bias Affect My Business?

Unconscious biases are the snap decisions you make about others that may or may not be true. When you immediately assume traits and characteristics of someone based upon age, gender, race, or any other classification, you begin to foster an environment of judgement and insecurity.

While unconscious bias is something we all have and can work on, it can also have damaging effects if left unaddressed, seriously hindering the performance of your employees.

TYPES OF BIAS

Affinity Bias

When we come to conclusions that are the same as those who are similar to us. We favor people who we have the most connection with.

Conformity Bias

When members of a group seek a single outcome. Many views are swayed due to the opinions of others.

Confirmation Bias

When we search out information that confirms our preconceived notions of someone while ignoring contradictory evidence.

Gender Bias

A very common bias in workplaces and a key issue for all organizations. When we treat opinions of those with other genders differently due to learned stereotypes of certain genders.

Beauty Bias

When you base the validity of others based on their looks.

Weight Bias

Making assumptions about a person's attributes based on body weight.

Is Training Enough to Address DEI Challenges?

While training is an important part of a DEI strategy, on its own it's not enough to produce transformational change. In addition to training, organizations need to take a very close look at recruiting, compensation, mentorship programs, and skills training opportunities. Only after introducing a comprehensive review of your organization can you begin to address the systematic racism within your company. You may want to begin by investing in employee resources or a diversity taskforce to identify issues.

At the Noble Leadership Institute, we engage in a holistic review of your organization and study these challenges:

WORKFORCE DIVERSITY

Individual characteristics employees have that make them unique. These characteristics may include (but are not limited to) gender, race, ethnicity, religion, age, sexual orientation, physical abilities, political views, life experiences, and how people address issues.

WORKPLACE DIVERSITY

Creating a vibrant, inclusive culture which supports and nurtures colleagues. This is key to success of your DEI efforts and will also give your organization a unique and sustainable competitive advantage.

COMMUNITY IMPACT

Creating a positive reputation through strategic investments that improve the well-being of underserved communities.

SUPPLIER & COMMERCIAL IMPACT:

A program that encourages the procurement of goods and services from diverse businesses owned by individuals within the minority, women, disabled, LGBTQ, and veteran communities.

BRAND BUILDING:

Creating culture within the brand that reflects the diverse communities that the organization serves. This includes elevating diverse voices and role models, decreasing cultural bias, and leading positive social change through thoughtful and respectful content.



OUR PROGRAMS

... AND HOW THEY HELP

Diversity, Equity & Inclusion Strategy Development and Training

The Noble Leadership Institute will first work to determine your company's current standing and culture. Then, we create development and training strategies that address bias and move your organization toward a more inclusive work environment.

Executive Development

In order to build trust and enrich morale, executive leaders must be able to overcome their unconscious biases. The Noble Leadership Institute helps identify these limiting behaviors and coaches executives to overcome them and grow with greater influence.

Leadership Development

Strong leadership is crucial at all levels of a company. Biased beliefs hold back leaders and their teams. Our programs help conquer biases in order to effectively develop and inspire your team.

Team Development

The culture of a company depends on how teammates work together. The Noble Leadership Institute brings awareness to the legacy barriers within teams that may be hindering its success. Addressing these barriers and biases strengthens relationships and synergy on teams, leading to more sustainable productivity.

Organizational Development

We provide insightful coaching and workshops that help to identify and address biases that individuals are unaware of. These biases impact how people engage with each other in the workplace, and they hinder business productivity. Turning away from beliefs that are slowing progress will allow your company to reach its full potential.



DIVERSITY, EQUITY, INCLUSION & UNCONSCIOUS BIAS

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