NOTE: Please print a copy of this handout prior to the session!

Connecting Diversity to Performance

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Empowering Diversity Defined

Creating environments that **maximize** the likelihood of **success** for a diverse array of people.

The Benefits of Empowering Diversity

1. **Improved** individual and organizational performance:
   a. Increased employee productivity and work quality.
   b. Enhanced team performance.
   c. Improved organizational processes.
   d. Enhanced workforce quality.
   e. Increased ability to recruit and retain the best human resources.
2. Enhanced **customer** service.
3. Improved organizational **bottom-line**:
   a. Increased revenues (e.g., through increased sales due to improved customer service).
   b. Decreased costs (e.g., hiring costs, productivity costs).
   c. Enhanced organizational value and profitability (e.g., increased stock value).

Sample Diversity Best Practices

- Senior Leader Ownership (REQUIRED)
- Metrics and Reward (REQUIRED)
- Recruitment and Selection
- Mentoring and Coaching
- Employee Resource Groups
- Learning and Development
- Compensation and Benefits
- Supplier Diversity
- Community

5-Step Process for Connecting Diversity to Performance

STEP 1: Clarify the **benefits** of the diversity program.

STEP 2: Identify **SMART** goals:

By September 1, 2021, ABC Organization will complete diversity recruitment and retention training for select managers, supervisors and employees, as demonstrated by their participation in a comprehensive educational program and development of recruitment plans for each functional area.

STEP 3: Develop **action** plans.

STEP 4: Define **performance** expectations (metrics):

Turnover Rate

$$\frac{\text{NT (Number of Terminated Employees)}}{\text{AE (Average Employee Population)}}$$

Diversity Mentoring Rate

$$\frac{\text{NT (Number of Culturally Different Employees with a Mentor)}}{\text{AE (Total Number of Employees with a Mentor)}}$$

STEP 5: Determine **impact** on performance.

Identify 1 step you can take to ensure the success of this DEI endeavor:

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Dr. Tyrone A. Holmes, Ed.D.

Dr. Tyrone Holmes is a professional speaker, consultant and coach who has spent more than two decades teaching thousands of people to build powerful relationships in diverse settings. He has facilitated over 1,500 live and virtual presentations that have taught participants to reduce the "noise" in their lives, to effectively communicate their messages, to connect with diverse audiences and groups, and to reduce the negative impact of unconscious bias. Dr. Holmes served as a full-time faculty member at Eastern Michigan University in the Department of Leadership and Counseling, and at Wayne State University in the Department of Theoretical and Behavioral Foundations. He is also a Past President of the Arizona Chapter of the National Speakers Association. Dr. Holmes was awarded the designation of eSpeakers Certified Virtual Presenter and most recently, Certified Virtual Host.