

# **Building an Inclusive, Diverse Workplace Culture**





Recent research conducted by CultureAmp shows that while most business leaders realize a more inclusive workplace is essential for business success in 2022, they are not investing at the levels required to drive the changes needed to create an inclusive and diverse workplace culture.

Paying lip service to the problem by holding discussion, events and creating strategies is not enough. Resources must be put in place to implement these ideas so that you do create an amazing workplace. It starts at the top – owners and managers must be all in. Not just cosmetically, but genuinely.

Meet with your executive team and managers about improving your business culture. It does not happen on its own – you

need to make decisions, followed by action.

Put an employee in charge of your program – an employee that you are confident takes improving diversity at your company seriously. The person in charge should start by reviewing your company's hiring practices, identifying any areas where changes should be made.

## DEI Initiatives with the Greatest Impact

The study found that the greatest drivers of a more diverse workforce are:

- Having a diversity policy
- Implementing a strategic plan
- Using DEI data to make decisions
- Employee resource groups
- Collecting demographic data of the workforce
- Building fair and equitable processes
- Implementing employee recognition programs
- Having formal mentorship or sponsorship programs
- Creating clear advancement processes
- Explicitly sourcing underrepresented candidates

## **A Safe Space – Make it Policy**

Rather than reacting to complaints, lawsuits, or unhappy employees who feel marginalized, why not create a workplace where every employee feels safe and secure? Company-wide seminars or training events on inclusivity, whether in person or online, may be necessary. Make it clear that management is dedicated to ensuring every employee is treated with respect and kindness, and that violations of this policy will be addressed in HR and are taken very seriously.

# Put a Diversity Culture Plan in Place

When an employee brings a complaint regarding discrimination or poor treatment in the workplace, you need a process in place to address the issue. When these matters are resolved internally, it is better financially, and builds confidence in your management team. Don't brush off complaints, but listen closely, document everything thoroughly, and monitor the situation until the employee feels it has been resolved. If you discover you have an employee who is mistreating others due to race, gender, religion, or country of origin, that person is a liability to your business, and should probably let go, unless it was a minor error, and the person can be corrected thoroughly.

## Diversity Fosters Innovation

A diverse workforce will bring a range of unexpected benefits to your business, with innovations that lead to faster, more stable growth. When your workforce feels secure, respected, and supported by management, they are far more productive. You may be surprised at the hidden talents of your employees, and the innovations they present to streamline or improve your business.

## Feedback

Listening may be one of the more difficult tasks for owners and managers but could not be more important. Keep the communication open, and ensure all employees are fearless in presenting their viewpoints, ideas, or concerns. At an Amazing Workplace, the corporate journey involves people who respect one another, and treat each other with kindness.

A work culture that values communication, respect, with

leaders who model this behavior is far more likely to foster an amazing workplace where everyone can succeed. Employee retention rates are higher, as every team member feels valued and confident that they are supported by management.