Reimagining Diversity in the Workplace: The WHO, WHAT and HOW’s of Working in a Diverse Workplace

November 8, 2022
DEI FRAMEWORK

People

Process

Culture

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PANIC ZONE!!

learning zone

comfort zone
DEI DEFINED

DIVERSITY
of people, perspectives

EQUITY
in policy, practice & position

INCLUSION
via power, voice & organizational culture

JUSTICE
with equal rights & equitable opportunities
Please use your mobile device for this next activity…
Level of Comfort
- Cross-culturally validated assessment of intercultural competence

- 50 item, online questionnaire, translated into 17 languages

- No cultural bias and not “transparent” (i.e., no social desirability)
**Diversity**

- **The WHO:** The mix of differences
- Focus on “impact” of differences
- Measured by demographic analysis
Inclusion

Diversity + Intercultural Competence = Inclusion

**The WHO:** The mix of differences
- Focus on “impact” of differences
- Measured by demographic analysis

**The WHAT:** The “mix” feeling valued and engaged
- Focus on the experience
- Measured by outcomes

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Intercultural Competence

Diversity

- The WHO: The mix of differences
- Focus on “impact” of differences
- Measured by demographic analysis

Intercultural Competence

- The HOW: How to make the mix work
- Focus on capacity
- Measured by the IDI

Inclusion

- The WHAT: The “mix” feeling valued and engaged
- Focus on the experience
- Measured by outcomes
Intercultural Development Continuum (IDC™)
BREAKOUT CONVERSATION

Real Stories: Challenges & Opportunities
Problem Awareness

Root-Cause Analysis

Empathy

Strategy

Sacrifice

Condition
Do I understand what the problem is and where it comes from?

Concern
Do I care (enough) about the problem and the people it harms?

Correction
Do I know how to correct the problem and am I willing to do it?
Make It Plain Consulting

“Uncovering Inherent Strengths for Sustained Growth”

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