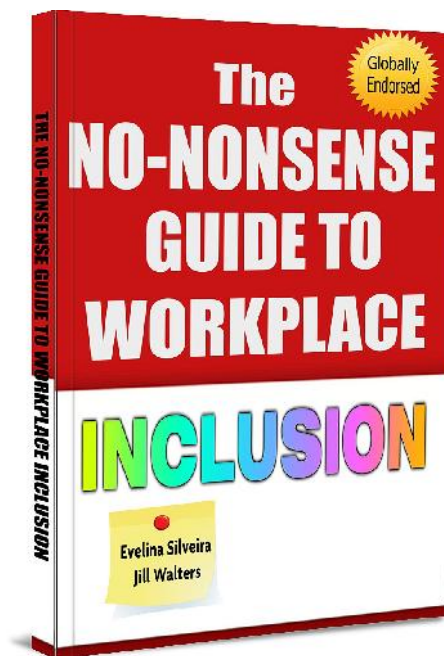


THE NO-NONSENSE GUIDE TO WORKPLACE INCLUSION



Evelina Silveira and Jill Walters

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DEDICATION

This book is dedicated to my beloved daughter, Jacinta Leah Silveira-Wojtowicz, who I hope one day will forgive me for giving her a hyphenated last name, (which has not been amenable to lettering on her team shirts) and will embrace the rich blending of cultures it truly represents. ~ES

ABOUT THE AUTHORS

Evelina Silveira is the president and principal consultant of Diversity at Work, a workplace diversity management training and consulting firm in London, Ontario, Canada which she started in 2006. She has been in the field of diversity and race relations for almost 20 years.

Beginning her career in the human services sector, Evelina was one of the pioneers of ethno-cultural outreach in her community, which led to improved services for new Canadians in a host of programs including: health, employment, and domestic abuse services. She also helped coordinate the first study on immigrant professionals and tradespeople in London, and has worked to facilitate and cultivate linkages among employers and Aboriginal communities for the mutual benefit of job creation and employer equity goals.

Spending five years working directly in the employment services sector, Evelina has placed, mentored and coached countless New Canadians in work placements while assisting employers with their successful integration.

She is known for her balanced, fair and pragmatic approach.

Distinguishing herself from her competitors, Evelina is not afraid to tackle challenging diversity issues in both her consulting and training

services with humour, respect and empathy. She has a well-deserved reputation for collaborative approaches, practical solutions and innovative problem-solving.

Evelina is the founder and editor of *The Inclusion Quarterly*, an e-zine dedicated to best practices for managing workplace diversity, and recognized internationally as a trusted, timely, and balanced source of information for diversity practitioners and senior managers. She is co-author of the acclaimed workplace handbook, *Diversity and Inclusion on a Budget: How to have a more engaged and inclusive workforce with little or no dollars*.

In 2012 she was named to the Mayor's New Year's Honour List for her outstanding contributions to Diversity and Race Relations for the City of London and has been featured in the Canadian Immigrant Chronicles as a Diversity Community Hero. Diversity at Work in London was honoured with the Diversity, Equity, & Inclusivity Award for Service and Innovation in the Provincial Corporate Category in 2013 by the Community Inclusivity Reference Group of York Region.

Jill Walters has been writing about workplace diversity for over a decade. Since 2006 she has been publisher of *Diversity! in the workplace*, Canada's only online newsletter dedicated to diversity and inclusion in the workplace, and is the producer of *The Diversity! Calendar*, the only

complete, comprehensive, bilingual calendar honouring the workplace and its heroes, and listing hundreds of multi-faith, multicultural and diversity-related holidays, festivals and observances, including explanations. She is also co-author of *Diversity and Inclusion on a Budget: How to have a more engaged and innovative workforce with little or no dollars.*

She was introduced to the topic of diversity back in 1998 as a writer for *Workplace Diversity Update*. She has also been the principal writer for the syndicated radio series, *Canadian Consumer: the Radio Edition with Helen Hutchinson*, and producer of the television series, *Caregiving with June Callwood*.

Her company, Quasarts Communications, has written for *The Globe & Mail*, *Canadian Healthcare Manager*, *The Ottawa Citizen*, *Comfort Life*, *Homemakers*, *DiversityWorks*, *Maclean's*, *The Training Report*, *SOHO*, *Canadian Business*, *Prime50 News Journal*, *MoneySense*, *Broadcaster/Cablecaster*, *Toronto Star*, *Abilities magazine*, *The Caregiver*, the Canadian Bankers Association publication *Access* and the Children's Mental Health Ontario publication *Heads Up*.

WHAT OTHERS ARE SAYING...

This is an important and timely book for those who want more inclusive workplaces. It moves seamlessly from concepts and terminology and translates them into practical and actionable ideas. All readers, no matter where they are on their diversity and inclusive journey, will find something valuable in this book. Evelina Silveira and Jill Walters have created an impressive resource that includes examples of promising practices from across the globe. This should be every HR professional's companion! ~*Ratna Omidvar, executive director, Global Diversity Exchange, Ted Rogers School of Management, Ryerson University*

The *No-Nonsense Guide to Workplace Inclusion* provides a thorough and engaging roadmap of the journey toward organizational inclusion. The authors write from a position of rich, credible experience, with the result that this Guide can help companies capitalize on opportunities and skirt problems on the road to fuller inclusion of an increasingly diverse workplace. Filled with examples and evidence-based solutions, this Guide is a valuable tool for any organization working on building and strengthening its culture of inclusiveness. ~*Alison Konrad, PhD, professor of organizational behaviour, Ivey Business School, London, Canada*

Managing diversity and creating inclusive workplaces can seem like a daunting challenge for many organisations, but Evelina and Jill have

produced a really accessible, highly practical guide to help organisations get going. What we particularly liked was that it was packed full of real examples and illustrations and lots of useful links and tools. ~*Tracy Powley, director, Focal Point Training and Consultancy Ltd, United Kingdom*

Because inclusion is one of the core values of the USTA, it is important for me to lead, motivate and work well with individuals of diverse backgrounds, capabilities and interests in order to achieve the outcomes we've set for ourselves. This book is a great resource for any organization looking to create a successful culture of inclusion. ~*D.A. Abrams, chief diversity & inclusion officer, United States Tennis Association/ author, Diversity & Inclusion: The Big Six Formula for Success*

This book goes a long way in addressing the systemic discrimination faced by the LGBTQ2 community in the workplace. It tells you what you need to do and gives you the resources to do it. It makes it easy for any workplace to become more inclusive in their hiring, recruitment and retention practices. I highly recommend it for every workplace. ~*Deb Al-Hamza, past president, Pride London Festival/ diversity social worker, Children's Aid Society of London & Middlesex*

I think this book is very comprehensive! There is very valuable information from 'Foundations for creating an Inclusive Business Environment' to 'Best Practices in Diversity.' I see the value for small to

medium businesses that lack a dedicated human resources professional or lack the experience with implementing policies and procedures to promote an inclusive environment; however, larger businesses can also benefit greatly from the examples, detail and strategy offered. I will continue to visit many of the resources offered in the future and have made note of some of the examples. ~*Lesley Oliver, diversity & accessibility coordinator, Equity & Human Rights Services, University of Western Ontario*

The book is strategic, concrete and to the point. The various examples make it relevant to readers and practical. I also like the fact it is rooted in personal experiences and takes a holistic approach. The book makes one reflect on what is not obvious, helps avoid assumptions and discusses unconscious bias. ~*Magali Toussaint, international career and cross-cultural coach/ diversity professional, Netherlands, <http://about.me/magali.toussaint>*

PREFACE

This book is brought to you by two Canadian women entrepreneurs who share a no-nonsense approach to workplace diversity and inclusion. Whether in our writing or through our training, we have not been afraid to bring forward relevant and timely information even when it may be controversial or simply off the wall. We share a philosophy that shouts: “Stop thinking about it! Just do it!” We firmly believe that there are simply no more excuses for not implementing diversity and workplace inclusion practices. While the voice in this guide is mine, I share its subject matter and sleepless nights with Jill Walters whose career as a writer and a publisher has helped immensely in tracking down links to current information and contributing content throughout the guide. ~Evelina Silveira, February 2015

Table of Contents

<u>DEDICATION</u>	3
<u>ABOUT THE AUTHORS</u>	4
<u>WHAT OTHERS ARE SAYING...</u>	7
<u>PREFACE</u>	10
<u>CHAPTER 1 INCLUSION: BUZZWORD OR BUSINESS CASE?</u>	15
<u>CHAPTER 2 CREATING A CULTURE OF INCLUSION</u>	19
<u>WORKPLACE INCLUSION CHALLENGES</u>	21
<u>PERSONALITY CONFLICTS</u>	21
<u>POWER STRUGGLES</u>	22
<u>COMMUNICATION GAPS</u>	22
<u>CHAPTER 3 WORKPLACE INCLUSION STRATEGY: WHERE DO YOU BEGIN?</u>	24
<u>YOUR MISSION STATEMENT</u>	25
<u>YOUR VISION STATEMENT</u>	28
<u>YOUR VALUE STATEMENT</u>	30
<u>POSSIBLE SCENARIOS AND STRATEGIES</u>	33
<u>FOLLOWING THE STRATEGY</u>	35
<u>ESTABLISHING AN ACTION PLAN</u>	35
<u>COMMITTEES AND WORKING GROUPS</u>	36
<u>METRICS THAT MATTER: MEASUREMENT AND EVALUATION</u>	37
<u>BENCHMARKING BENEFITS</u>	38
<u>CHAPTER 4 HOW TO START A DIVERSITY AND WORKPLACE INCLUSION COMMITTEE</u>	41
<u>MEMBERSHIP RECRUITMENT</u>	42
<i>Recruitment ads</i>	43
<i>Screening candidates</i>	48
<u>DRAWING UP TERMS OF REFERENCE</u>	49
<i>Mandate and purpose</i>	50
<i>Members</i>	51
<i>Communication</i>	52
<i>Time</i>	53
<u>TROUBLESHOOTING</u>	54
<u>CHAPTER 5 EMPLOYER BRANDING</u>	61

<u>COMMUNICATING YOUR BRAND EXTERNALLY</u>	61
<i>Accessibility as a brand</i>	64
<i>Voluntary self-identification</i>	65
<i>Social media</i>	65
<u>COMMUNICATING YOUR BRAND INTERNALLY</u>	66
<i>Intranet, company newsletters, podcasts</i>	66
<u>PUBLICIZING YOUR VALUES</u>	67
<u>IT'S ALL ABOUT LEADERSHIP</u>	68
<i>Employee and volunteer commitment</i>	72
<u>CHAPTER 6 REWARDS & RECOGNITION</u>	74
<u>REWARDS & RECOGNITION IDEAS</u>	75
<u>EVALUATING A REWARDS & RECOGNITION PROGRAM</u>	77
<u>CHAPTER 7 EMPLOYEE DEVELOPMENT</u>	80
<u>TIPS FOR DEVELOPING ALL EMPLOYEES EQUITABLY</u>	80
<u>TRAINING INTERNALLY</u>	81
<i>Pre-work</i>	81
<i>Getting to know yourself</i>	81
<i>Getting to know your audience</i>	82
<u>CHAPTER 8 EVENTS</u>	86
<u>COMMUNICATING BEFORE YOUR EVENT</u>	86
<u>SEATING ARRANGEMENT AND SPACING</u>	86
<u>INTRODUCTIONS</u>	87
<u>EVENTS THAT PROMOTE DIVERSITY AND WORKPLACE INCLUSION</u>	87
<u>CHAPTER 9 MEETINGS</u>	89
<u>SCHEDULING MEETINGS</u>	89
<u>SHARING THE FLOOR</u>	91
<u>PROVIDING FOOD AND REFRESHMENTS</u>	93
<u>'INCLUSION INFUSION' MEETINGS</u>	94
<u>CHAPTER 10 EQUITABLE HIRING PRACTICES</u>	96
<u>SUPPORTING THE INTEGRITY OF YOUR HIRING PROCESS</u>	96
<i>Job postings and ads</i>	100
<i>Distributing a data survey</i>	102
<u>TERMINATIONS AND EXIT INTERVIEWS</u>	102
<u>CHAPTER 11 ATTRACTING AND ENGAGING DIVERSE GROUPS</u>	105

<u>THE XX (OR FEMALE) FACTOR</u>	105
<i>Recruitment</i>	106
<i>Retention</i>	108
<i>Rewards & recognition</i>	110
<u>THE INTERGENERATIONS</u>	111
<i>Generation Y (1984–2002)</i>	112
<i>Generation X (1965–1983)</i>	115
<i>Boomers (1946–1964)</i>	118
<i>Making it (or them) work</i>	121
<u>ABORIGINAL PEOPLES AS EMPLOYEES</u>	122
<i>Recruitment</i>	123
<i>Retention</i>	124
<i>Rewards & recognition</i>	125
<i>Resources</i>	126
<u>THE IMMIGRATION SITUATION</u>	127
<i>Recruitment</i>	127
<i>The interview</i>	128
<i>Global considerations</i>	129
<i>Retention</i>	130
<i>Rewards & recognition</i>	131
<u>THE LGBTQ CANDIDATE</u>	131
<i>Recruitment</i>	133
<i>Retention</i>	134
<i>Rewards & recognition</i>	135
<i>Resources</i>	136
<i>Transgender in the workplace</i>	137
<u>THE CANDIDATE WITH A DISABILITY</u>	139
<i>Recruitment</i>	140
<i>The interview</i>	142
<i>Retention</i>	143
<u>PLACEMENTS, INTERNSHIPS AND CO-OPERATIVES</u>	145
<u>CHAPTER 12 BEST PRACTICES</u>	147
<u>WORKPLACE ACCOMMODATIONS</u>	147
<i>Physical</i>	148
<i>Religion</i>	150
<i>Mental Health</i>	153
<i>Hidden Disabilities</i>	155
<u>MENTORING</u>	156

<u>EMPLOYEE RESOURCE GROUPS</u>	160
<u>EMPLOYEE-FRIENDLY WORKPLACES</u>	162
<u>Dial-up-Dial-down</u>	163
<u>Results-only work environment</u>	164
<u>Compressed work week</u>	164
<u>General rules of thumb</u>	165
<u>CONCLUSION</u>	167
<u>RESOURCES</u>	168
<u>ABORIGINAL PEOPLE</u>	168
<u>ACCOMMODATION</u>	168
<u>APPLICATIONS</u>	168
<u>BIAS-FREE HIRING</u>	169
<u>CARDS, CALENDARS, DVDS</u>	170
<u>CREATING CULTURES OF INCLUSION</u>	170
<u>EMPLOYEE RESOURCE GROUPS</u>	171
<u>IMMIGRANTS</u>	171
<u>INTERGENERATIONS</u>	171
<u>LANGUAGE LEARNING</u>	172
<u>LEADERSHIP</u>	172
<u>LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER</u>	173
<u>MEETINGS</u>	174
<u>MENTAL HEALTH</u>	174
<u>MENTORING</u>	175
<u>POSTERS, SIGNS AND STICKERS</u>	175
<u>REWARDS & RECOGNITION</u>	176
<u>SOFTWARE</u>	176
<u>STRATEGIC PLANNING</u>	177
<u>WEBSITES, EBOOKS AND ONLINE RESOURCES</u>	178
<u>WOMEN</u>	178
<u>ACKNOWLEDGEMENTS</u>	180