Building Inclusive Community in the Workplace

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Today's Workshop

TOPIC OUTLINE

- Culture vs. community
- Building community
- Ensuring inclusion
- How to apply and measure

Why?

Why I'm here

- We play an important role in peoples lives
- It's tough to find great people
- Positive community can create the capacity for authentic diversity and inclusion

The culture fit trap

"I want to work with people I would like to grab a beer with after work"

"We want people that are willing to do whatever it takes to close the deal"

"Fear is the disease. Hustle is the antidote"

CREATING BARRIERS

HIRING THE SAME PEOPLE

Community vs. Culture

CULTURE

- Shared values, behaviours, beliefs, how we treat one another, attitude
- What makes us unique
- What attracts and engages people

COMMUNITY

- Connection between people
- Familiarity, belonging
- Common purpose
- Inspires people
- Has it's own unique needs

COMMUNITY

"

Members of a community have a sense of trust, belonging, safety, and care for each other.

COMMUNITY

"

"Belonging is being accepted for you. Fitting in is being accepted for being like everyone else."

BRENE BROWN

"

Communities follow the culture but encompass the uniqueness of its members, recognizing and celebrating their individual personalities and needs

Diversity = Higher Performance

AGE + GENDER +
GEOGRAPHIC
DIVERSITY

87%

BETTER BUSINESS
DECISIONS

DECISION MAKING
IS

95%

CORRELATED TO
FINANCIAL
PERFORMANCE

COMPANIES W/
GENDER DIVERSE
EXECUTIVE TEAMS
ARE

21%

MORE LIKELY TO
HAVE ABOVE-
AVERAGE
PROFITABILITY

How it's impacted us

WE'VE INCREASED OUR RETENTION BY
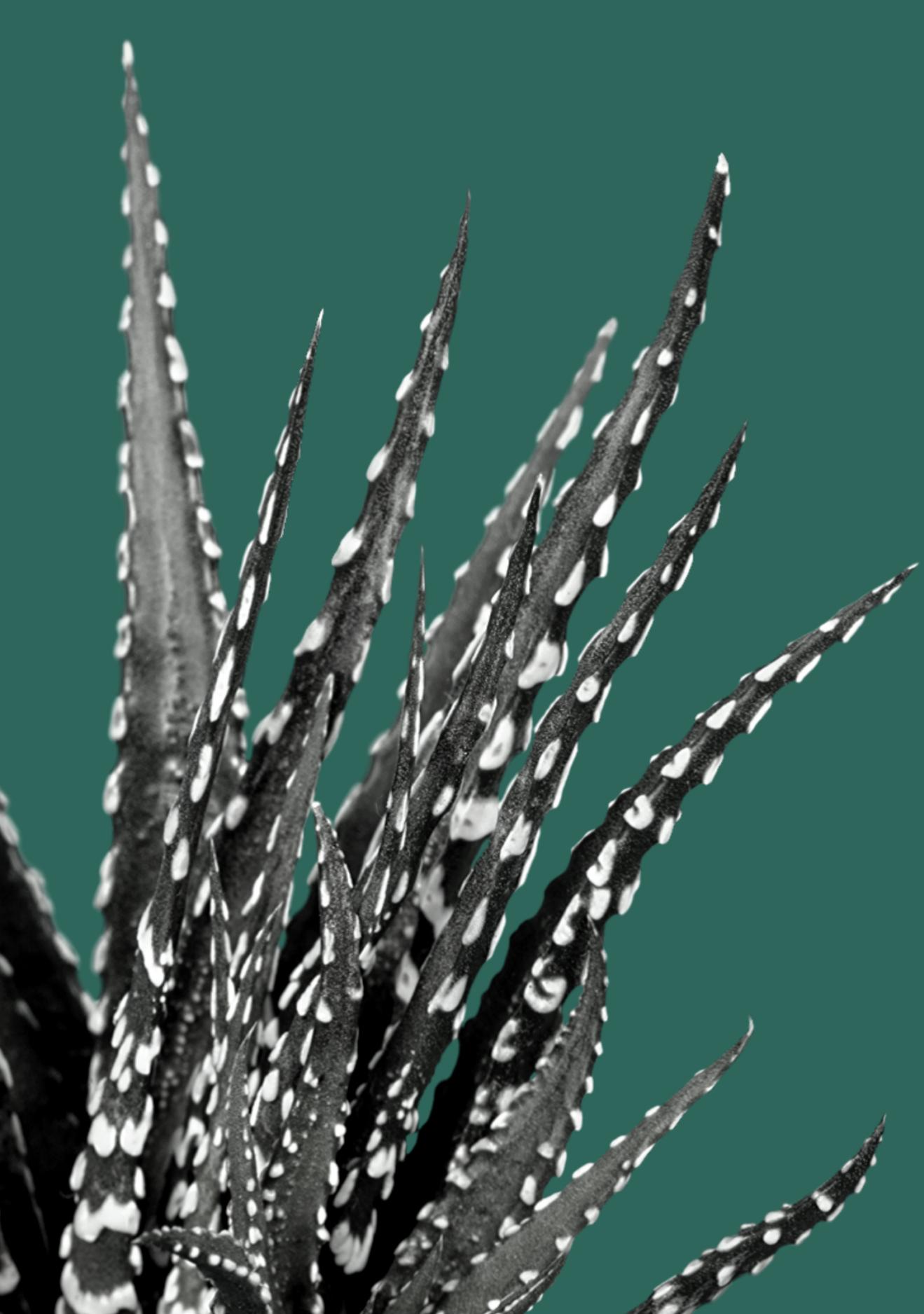
27%

OVER A 1-YEAR PERIOD

TENURE HAS INCREASED

3 years

ADULTS WITH COGNITIVE BARRIERS REMAIN A PART OF OUR COMMUNITY

OUR PEOPLE FEEL IT!

90%

OF OUR PEOPLE FEEL THAT WE VALUE AND ENCOURAGE DIVERSITY IN THE WORKPLACE

The Foundation
of Community

BUILDING INCLUSIVE COMMUNITY

The foundation to an inclusive community
- **Vulnerability**
- **Common purpose**
- **Empowerment**

- **Embrace the uniqueness**

- **Don't be afraid of being imperfect**

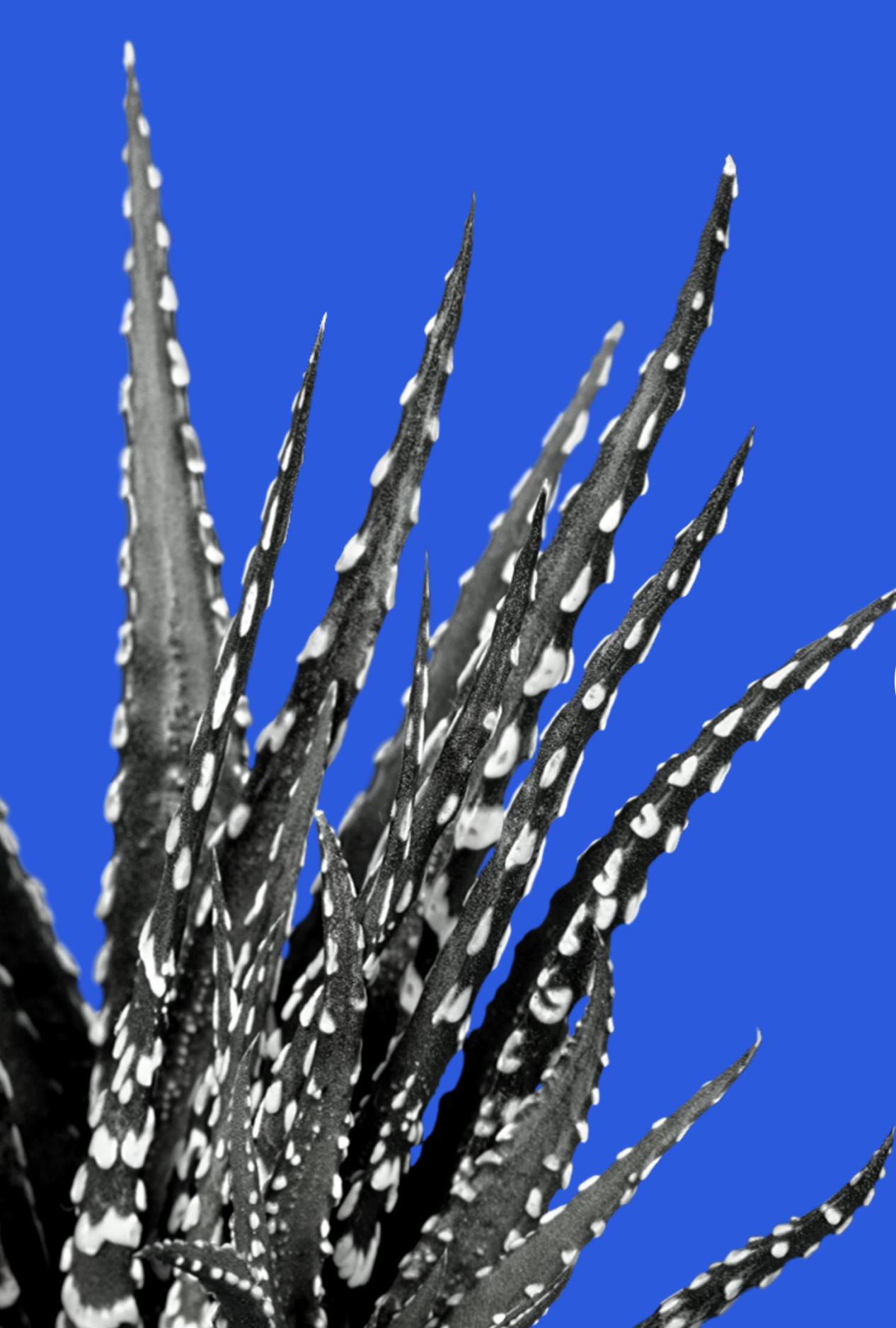- **Encourage and support differing perspectives**

- **Help people understand your values and how to use them**

- **Help people understand how important they are in achieving goals**

EMPOWER YOUR PEOPLE 3

- **Create avenues for feedback and ideas**

- **Support your people in creating community and informal groups**

- **Genuinely listen and act**

How we Support
Community

 OUR ROOTS

 CREATIVE QUALITY FOOD

 COMMUNITY INVOLVEMENT

 INSPIRING SPACES

 SUSTAINABLE DECISIONS

 OUR TEAMS: WE VALUE INDIVIDUALITY AND BELIEVE IN GROWTH OPPORTUNITIES FOR OUR PEOPLE

Set the foundation

Building Inclusive Community

VULNERABILITY

- Job postings
- Our leadership development program
- Our orientation and training
- No dress code
- Bias training

COMMON PURPOSE

- Every chance we get we promote values
- We help people understand our shared goals and their role in achieving them
- We set the ground rules on how we treat one another

Let your people lead it

Building Inclusive Community

EMPOWER YOUR PEOPLE

- Create avenues for two-way communication and feedback
- Encourage (and sometimes beg for) input, suggestions, and feedback
- Create opportunities for people to come together to share and guide their experience
  - Social committee
  - Women of Tacofino
  - Newsletter - TacoTimes
- Regular surveys

Build the capacity for individuals to come together in a community to achieve mutual goals

Your
Game Plan

1. EVALUATE YOUR VALUES

2. BRING THEM TO LIFE

3. HOLD PEOPLE ACCOUNTABLE

4. MEASURE AND ADJUST

EVALUATE YOUR VALUES

1

- **What are your values?**

- **Is there a people statement that mentions diversity and inclusion?**

- **Ask yourself why**

- **Promote in your recruitment/onboarding**

- **Turn your leaders into champions**

- **Celebrate behaviours**
  - **Provide open praise**
  - **Reward in your incentive programs**

- **Help people understand bias**

- **Make curiosity the default**

Involve your people in building community

- Create avenues where people can share their ideas and experience
  - Ask for feedback and act on it
  - Have a dedicated email for ideas
  - Support your people in coming together in groups

3. Hold People Accountable

Building Inclusive Community

COMMUNICATE CLEARLY

- Make sure there is zero ambiguity
- Help people understand during the onboarding process

MAKE EMPLOYMENT DECISIONS ON THEM

- Support and grow your champions
- Squash toxic behaviour...quickly

Check your own decisions
- Hold yourself as accountable as you would others

4. *Measure*

Create a survey	Distribute to understand your current climate	Distribute every 6 months thereafter	Share findings with leadership team and adjust based on opportunity
Survey	**Benchmark**	**Regularly distribute**	**Compare and Adjust**

Make it simple!

Have questions around diversity and inclusion

Break it down and present to your executive and leadership teams

Create goals based off of them

STAY IN TOUCH

HOW TO CONTACT ME

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