Engagement Approach Overview

To create a work and service environment that is inclusive, diverse and culturally competent, some institutions have solely relied on demonstrating their efforts and commitment through high profile activities and/or targeted recruitment of under-represented minorities. It has become evident that even though these efforts provide some significant increases in the diversity of their staff, they are usually not enough to overcome common organizational barriers to achieving and sustaining an environment of inclusion.

These barriers are perpetuated not necessarily by lack of organizational intent, but more so by the lack of knowledge, commitment, and accountability across organization members. They also influence how organization members work together and how their clients are served and retained. An organizational culture change is required to achieve an inclusive environment so that embracing valuable diverse perspectives and knowledge can become an integrated part of the organization's framework. To accomplish this, a diversity and inclusion lens must be developed to identify systemic gaps, opportunities for growth, and influence the organizational decision making process.

Potential Learning Topics

- Organizational Cultural Competence and Diversity
- Organizational Culture's Impact on Recruitment, Inclusion, and Retention
- Leadership Roles in Supporting Diversity, Inclusion, and Cultural Competence
- Utilizing Inclusion to Support Organizational and Business Development
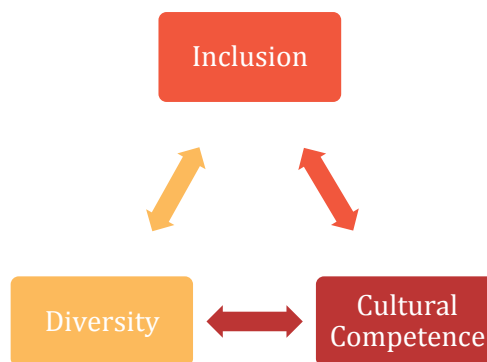- Discerning Staff Conflict: Was it Really Racially Based?
- Understanding the Influence of Implicit Bias

ENGAGEMENT

It is our vision to offer organizations strategic guidance to build and maintain systems change that supports their essential competitive edge in a rapidly changing global environment. The demands to understand new cultures, values, and behaviors are rising dramatically as the workplace and marketplace become increasingly diverse. By employing a measurable learning platform, IPS will help the organization to nurture a culture of inclusion that successfully addresses human dimension challenges through an *intentional relationship-building* concept. *IPS* will engage the organization through an *Appreciative Inquiry (AI™)* approach that respects existing assets and strengths. The goal will be to establish platforms of trust that encourage transparency and openness to new knowledge that creates "buy in" and accountability.

DIVERSITY AND INCLUSION LENS

To establish clear objectives, it is important to understand the definitive relationship of inclusion, diversity, and cultural competence, which have been interchanged frequently when discussing the ability to embrace difference. Below are some basic definitions to provide a fundamental understanding of these concepts. The diagram is also presented to provide clarity to the inter-reliance of the three concepts.

*Inclusion is an organizational behavior that embraces the **diversity** we all possess, while supporting our ability (**cultural competence**) to cross-culturally interact.*

The aforementioned relationship between diversity, inclusion, and cultural competence demands an entirely deeper level of understanding in order for it to manifest within an organization's fabric. This will avoid the historic "diversity in a box" approach that positions the organization in a reactive mode versus a proactive mode when implementing its efforts toward diversity and inclusion.

INCLUSIVE PERFORMANCE STRATEGIES