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Embracing diversity, equity, and inclusion to support employees and customers

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How comfortable do you feel with the topic of DEI to support employees and customers?

Key definitions

Culture	the customary beliefs, social norms, and material traits of a racial, religious, or social group
Diversity	the qualities, beliefs, backgrounds, perspectives, experiences, etc. that make each one of us amazingly unique
Equity	the understanding that individuals have unique needs and ensuring everyone has the specific tools they need to succeed
Inclusion	the set of respectful behaviors we all do that create a sense of belonging for everyone
Belonging	a psychologically safe place where we each feel as though we fit in, can take risks, and are empowered to contribute as ourselves

The power of exclusion

Think about an experience or a time when you felt excluded, unappreciated, and not a part of things.

Share in mentimeter a list of **feelings** and **behaviors**

- Other feelings you experienced?
- When you have those feelings, how do you behave?

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EXCLUSION

When you were excluded, what other feelings did you have?

Waiting for responses ...

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EXCLUSION

When you were excluded, how did you behave?

Waiting for responses ...

Signs inclusion is lacking in your workplace

Disrespectful behavior	Burnout/ demotivation	Diminished creativity	Lack of teamwork
Communication breakdowns	Decreased productivity	Poor interpersonal relationships	Fear of feedback
Negativity	Hidden agendas	No conflict resolution	Inflexibility/ resistance to change

The power of inclusion

Think about a time when you felt **included**, appreciated, and very much a part of things.

What feelings did you experience?

When you had those feelings, how did you behave?

How did that impact your work?

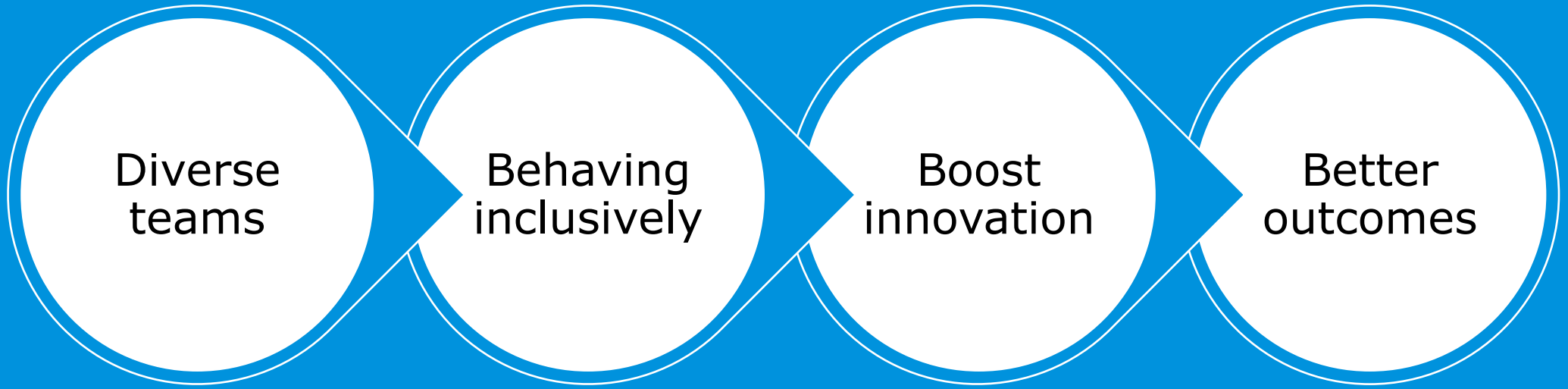
INCLUSION

When you were included, how did you feel and behave?

Waiting for responses ...

Signs your workplace is inclusive

Respectful behavior	Highly motivated	Increased creativity	Exceptional teamwork
Collective communication	Increased productivity	Collaborative interpersonal relationships	Welcoming feedback
Positivity	Transparency	Productive conflict resolution	Flexibility/ manages change well


Diverse teams
Behaving inclusively
Boost innovation
Better outcomes

SAIF’s continued commitment to DEI

Mission

SAIF’s mission is to serve Oregon’s workers and employers by making workers’ compensation widely available, affordable, and **accessible,** and by providing extraordinary service

Vision

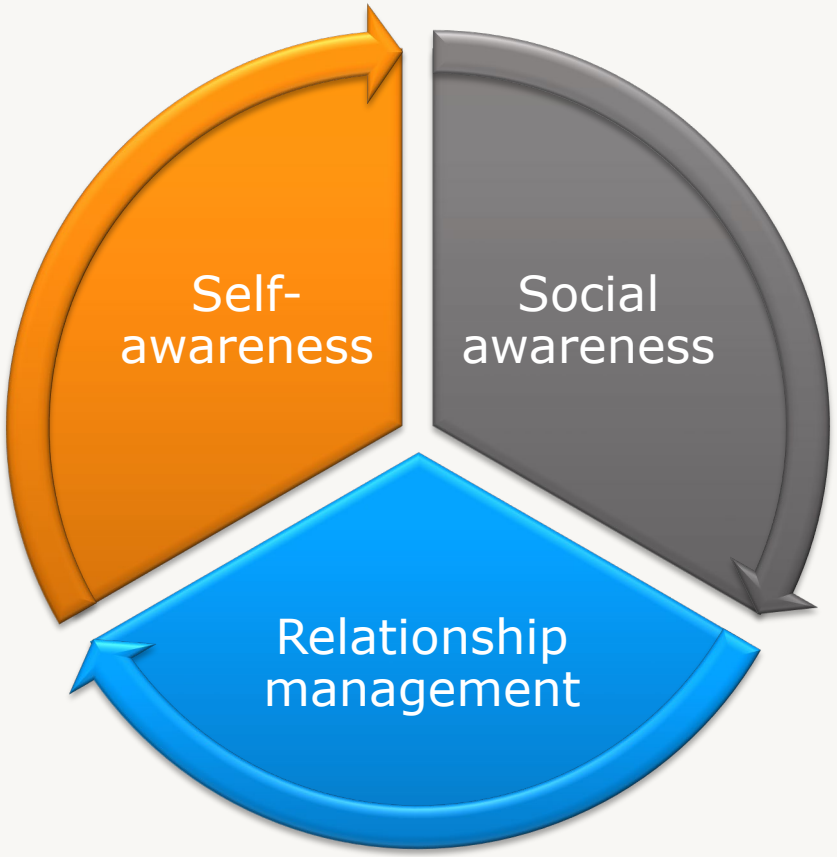
Making Oregon the safest and healthiest place to work

> **The best time to plant a tree was 20 years ago. The second-best time is now.**
>
> — Chinese proverb

Cultural agility

The capacity to shift perspective and behavior to interact more effectively with people from different cultures.

Culturally agile employees provide extraordinary customer experience.



Paula Caligiuri (2021), *Build Your Cultural Agility*

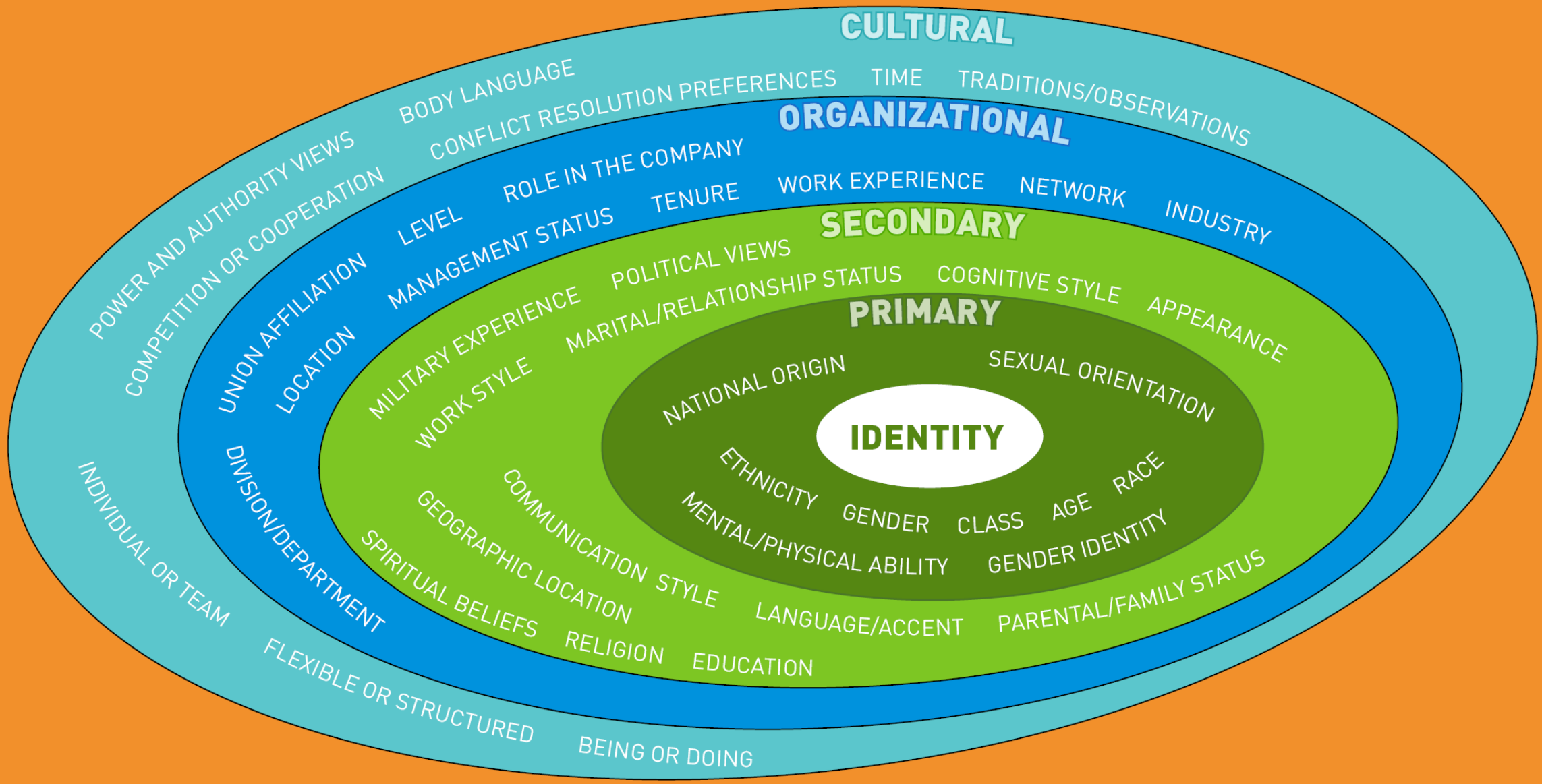
Cultural agility tools

Self-awareness

Who we are and how we show up

Dimensions of diversity

Source: Adapted from *Workforce America!* by Marilyn Loden and Judy Rosener, 1991; *Diverse Teams at Work* by Lee Gardenswartz and Anita Rowe, 2003; and *Global Diversity Puts New Spin on Loden's Diversity Wheel* by Kimberly Lou and Barbara Dean, 2010.



Each person is differently affected through the lens of their identity.

Social awareness

Understanding our customers and what they need from us

The Culture Map

The culture map

Based on Erin Meyer's book *The Culture Map*, this map illustrates comparisons among cultures relating to seven points of interest.

US United States MX Mexico RU Russia VN Vietnam

Accessibility of products and services

ac·ces·si·bil·e (adj):

able to be reached or entered

easy to obtain or use

easily understood or appreciated

The concept that a product or service is accessible when it is by intention able to be easily obtained, used, understood, or appreciated by everyone, however they encounter it, honoring their ability and experience.

Relationship management

how we work together

Use inclusive language

Be intentionally inclusive – consider how all the ways you communicate belonging to your employees and customers (both subtly and overtly).

Remove shame and guilt from mistakes. Instead, acknowledge differences, flex behaviors, and commit to doing better.

H.O.P.E

Dr. Tiffany Jana and Michael Baran, *Subtle Acts of Exclusion,* 2020

Reframe cultural or conflict situations

"What else could it be?"

- Be aware of first reaction and understanding of event
- Suspend judgment
- Engage curiosity – ask more questions
- Identify alternative interpretations or explanations

Behavior	Different Cultural Perspective
Customer is defensive when explaining process or rules	
Customer is unresponsive after multiple requests for information	
Colleague asks a lot of questions or challenges decisions	

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CULTURAL AGILITY

What is one action you will do to be more culturally agile?

Waiting for responses ...

Diversity is a fact.

Equity is a choice.

Inclusion is an action.

Belonging is an outcome.

- Arthur Chan, *DEI strategist*


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