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**Where do I start? – A roadmap for getting on the Diversity and Inclusion journey**

**Culture**

How to set the right culture in your organisation.

**Guidance for talking about and creating a positive D&I culture**

**Tone from the top:** The commitment to driving D&I starts at the top with senior leaders treating it as any other business strategic priority. This will also establish D&I as everyone’s responsibility. Leaders should act as visible role models and create an environment where employees feel safe to speak up and bring their whole selves to work. Senior leaders should also be held to account for driving change by having specific KPIs related to D&I included into their performance objectives.

**Collect and analyse data**: Collect D&I data across the employee life-cycle to understand the demographic of the workforce. This will help to identify trends and areas of improvement and in turn, enable you to shape your approach and embed D&I across the employee life-cycle.

**Manager buy-in**: Build managers’ awareness of the importance of building an inclusive workplace through active education. Support them with training to identify their own biases, spot micro-aggressions and equip them with tools to effectively handle difficult conversations.

**Open and transparent communication**: Clearly articulate your strategy, objectives and associated metrics to monitor progress along with the action plan to further D&I. Ensure that you regularly update your employees on your progress, acknowledging and explaining any identified gaps and your plans to address them.

**Employee engagement**: Bring your employees on the change journey by having conversations, listen to their experiences and collectively uncover barriers and challenges they may be facing. Ensure you follow through with actions that move things forward. Recognise your employees’ contributions and engagement in employee resource groups or broader company initiatives.

**Leadership and the board’s role**

Diversity and Inclusion matters not only because it is the right thing to do but also because it makes commercial sense to do. There are clear social and economic benefits that a diverse and inclusive workplace brings. In addition, there are legal obligations, and dependent on your business, there may also be regulatory requirements that all employers must adhere to.

Creating the right agenda to create a diverse and inclusive environment in a business requires commitment from everyone in an organisation.

* Senior Leadership support and sponsorship is required – visible leadership, creation of a D&I strategy and goals that all leaders sign up to, linking performance to the D&I goals (metrics and also capturing the correct behaviours to engender the correct culture), hiring in diverse talent, ensuring inclusive work practices
* Lead by example – organisation leaders should consider role models for their teams and consider whether these can be provided from within the organisation or externally. Working with different sectors and role models can help support wider understanding of diversity and bring a different perspective. Consider mentoring for key members of your team/developing leaders in your organisation
* Employee engagement – creation of specific groups who work with the leadership and board to support the D&I strategy and goals, topical talks, access to information, inclusion in local events to support the wider community
* Broader engagement with customers/clients, governments, suppliers, investors, to understand their diversity matters and issues and to help advance D&I internally – customers and clients want to work with companies who are aligned to their goals, including D&I, governments, particularly in Jersey are now looking at reporting on various metrics, including the gender pay gap, with a view to closing this gap, choose suppliers who are aligned to your goals, support diverse organisations
* Accountability and Reporting - Internally and Externally PLUS Communications

Communicate diversity strategies and policies, set up initiatives necessary to meet objectives, monitor key activities and track performance, create accountability for achieving results, report progress annually at Board level.

Quantitatively, diversity scorecards, tracking of key workforce metrics, including leadership diversity and employee opinion survey results.

Qualitatively, targeted surveys, employee roundtables, focus groups, town hall meetings, interactive communications and social media and feedback from employee resource groups.

**Videos and links for discussion/starting the conversation**

“[**That Little Voice**](https://www.rbc.com/diversity-inclusion/that-little-voice.html)” – Instead of listening to that little voice inside your head that tells you to remain silent when confronted with non-inclusive behaviour, it’s time to find your voice and use it to speak up for inclusion.

**TED Talk suggestions**

* [How to Get Serious About Diversity & Inclusion in the Workplace](https://www.ted.com/talks/janet_stovall_how_to_get_serious_about_diversity_and_inclusion_in_the_workplace)
* [Take “The Other” to Lunch](https://www.ted.com/talks/elizabeth_lesser_take_the_other_to_lunch?language=en)
* [3 Ways to be a Better Ally in the Workplace](https://www.ted.com/talks/melinda_epler_3_ways_to_be_a_better_ally_in_the_workplace)
* [I’m not Your inspiration thank you very much](https://www.ted.com/talks/stella_young_i_m_not_your_inspiration_thank_you_very_much?language=en)
* [Colour Blind or Colour Brave](https://www.ted.com/talks/mellody_hobson_color_blind_or_color_brave)