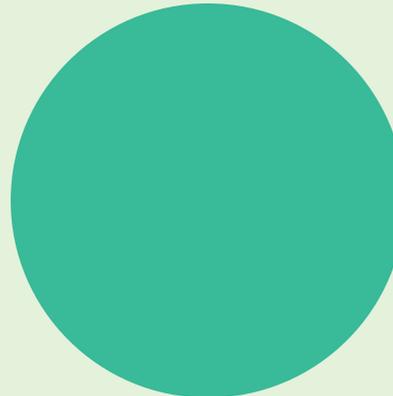
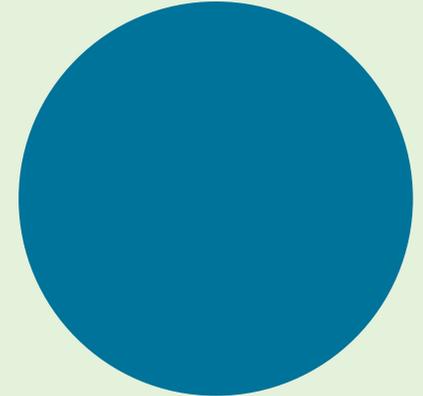
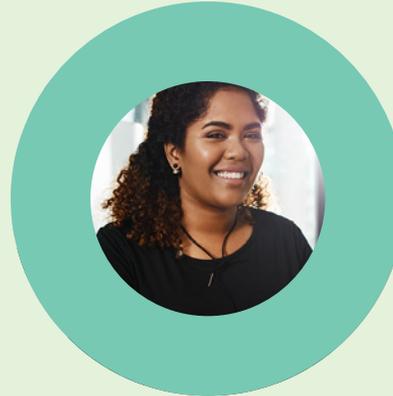
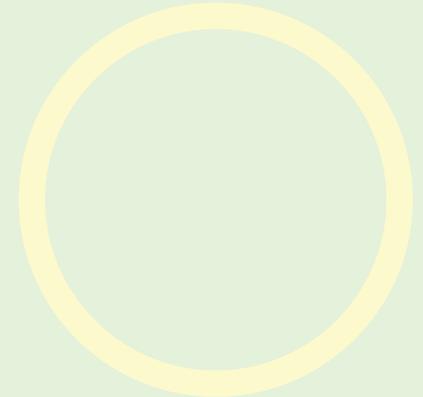


Diversity, Equity & Inclusion

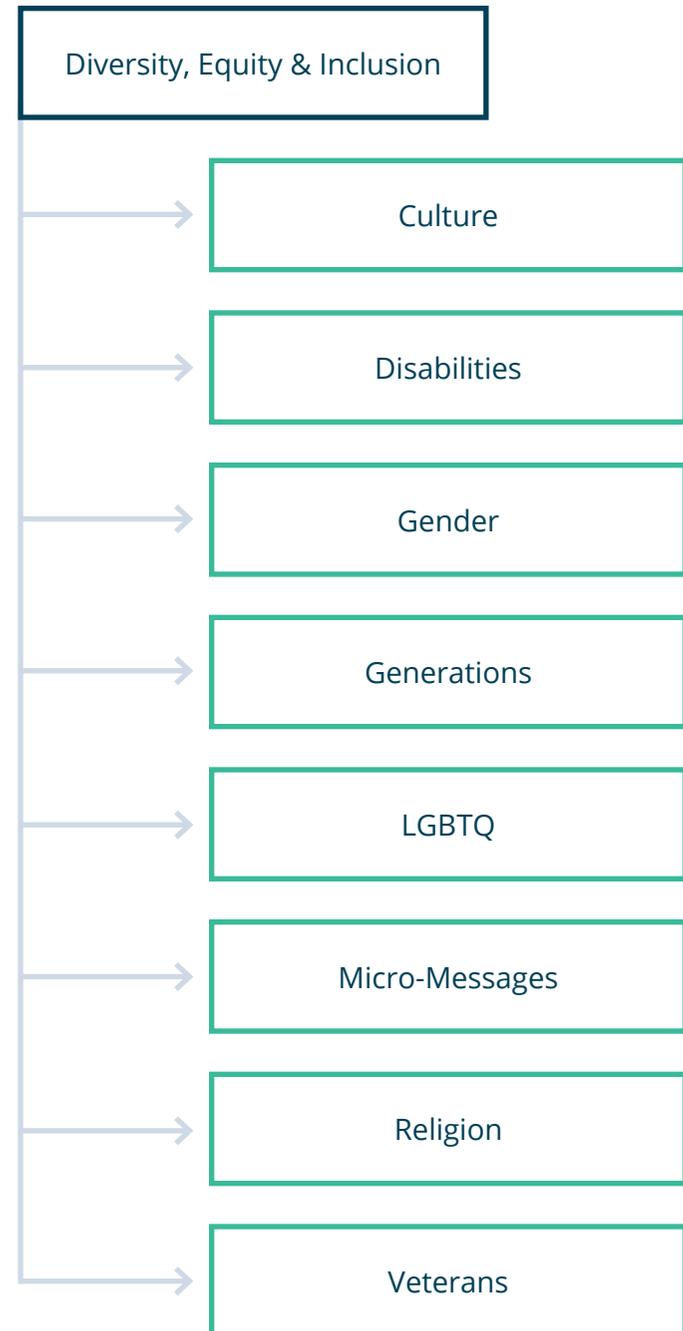
Essential Facts

syntrio



The dimensions of diversity, equity and inclusion (DE&I) relating to businesses and other organizations have been evolving for decades. This subject area has grown with changing societal standards, legal and regulatory developments, and an increasing understanding of the relationship between social issues in the workplace and the value of such initiatives to virtually everyone.

This essential guide presents facts about many of the most powerful dimensions of DE&I, which are integral parts of organizational culture and success. It also provides recommendations for next steps on the road to DE&I maturity and addresses ways that organizations can identify and evolve their own points of view and envision initiatives that recognize these issues in the context to their workplaces.



Culture

We hear a lot about “culture,” but what does it really mean and how does it apply to our professional development?

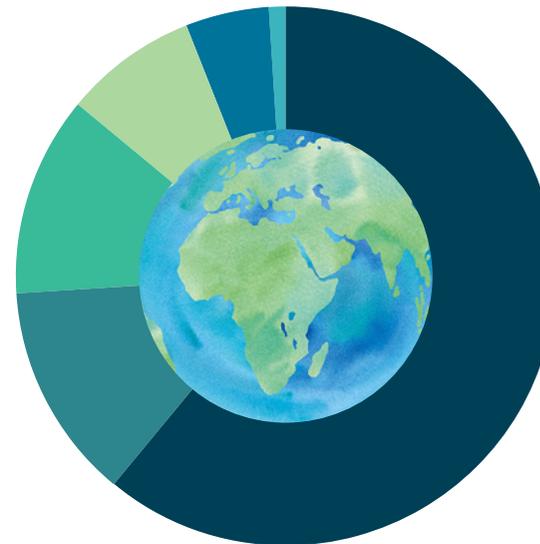
Syntrio defines “culture” as a group or community with which a person shares common experiences that shape the way they understand the world.

Now, try recalling how your own beliefs and experiences may have shaped the way you view your own world. How has your own culture played a role in your own career selection, ambition, and even work ethic?

Culture can have a big impact on how people interpret a variety of business interactions.



Essential Facts About Culture



The worldwide population is

- 60% Asian
- 12% African
- 11% European
- 8% North American
- 5.3% South American
- 0.3% Australians

And these are only a few examples of the transformative demographic shifts occurring around us:



In 1950, 9 out of 10 Americans were white. Today, there are less than two white people to every one person of color.



Immigrants account for over half of all new U.S. workers.

54%
minority

The nation’s population will be 54% minority by the year 2050.

Over **60 percent** of the world’s population is bilingual.

In the United States alone, over 150 languages are regularly spoken.

Disabilities

When you hear the word “disability” what words or phrases come to mind?

Most people tend to think about obvious challenges such as the need to use a wheelchair or crutches to move around, but

disabilities also pertain to less obvious challenges such as mental, developmental and emotional; hearing and visual; and speech and language.

Whether it's obvious or not, these challenges represent a tremendous source of strength if we learn how to leverage them for everyone's advantage.



Essential Facts About Disabilities

According to recent United Nations research, one out of ten people in the world are living with a disability. Other studies have found the ratio to be as high as one in four. Chances are, you have already worked with or served someone who has a disability, and you may have not even known it.

According to studies that began back in the 1950s at DuPont, employees with disabilities equal or exceed co-workers without disabilities in job performance.

This understanding is helpful to shatter the myth that employees with disabilities cannot perform to the standards of those without a disability.

When surveyed, 62% of people with disabilities say they are likely to do business with companies that have a commitment to diversity and equal treatment. So, it's critical that we all know about the many challenges and opportunities that disabilities can bring — in addition to providing great products and services.

One out of ten people in the world are living with a disability.



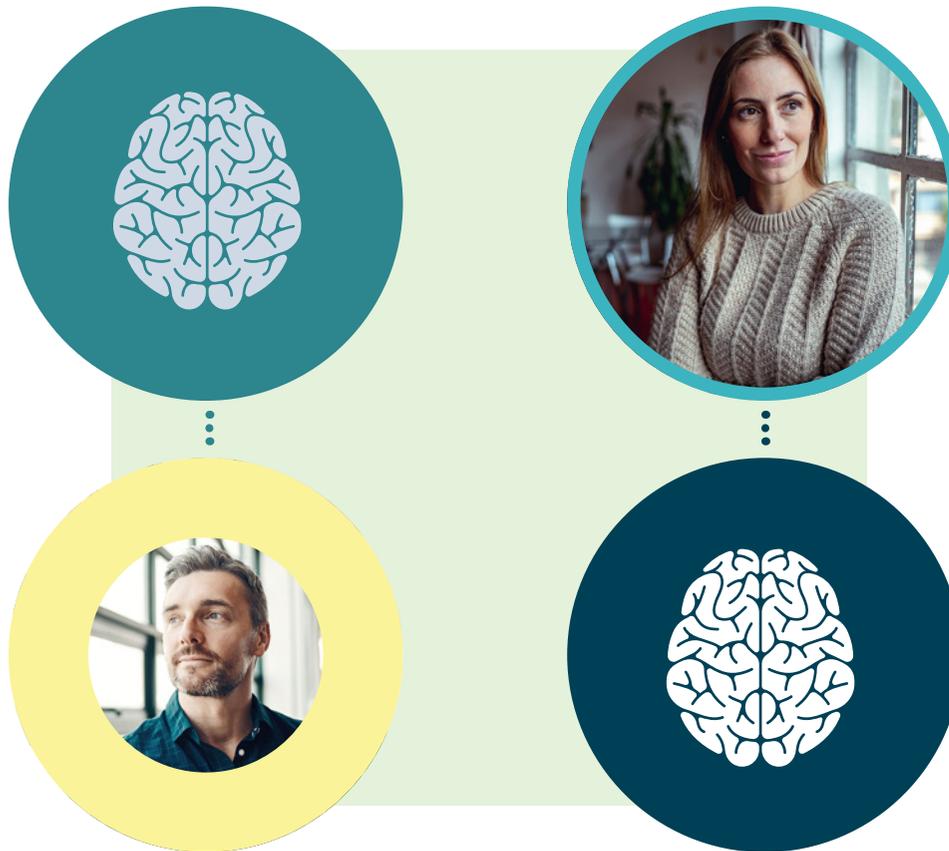
Other studies have found the ratio to be as high as **one in four**.



Gender

Most people have heard the term gender but what does it mean to you when referring to the physical differences between males and females?

In short, it's the ability for each of us to leverage the innate distinctions that we all possess as males and females.



✓ Essential Facts About Gender

More women are starting businesses than men, more women are in the workforce than men, and the majority of degree-holders are now women. Yet, according to a recent census, women are still only dominating fields and industries that are often seen as “female.”

Each of us has probably noticed by now that men and women think differently. But did you ever stop to think why? Scientists around the globe understand the human brain is primarily composed of two different types of tissues — white and grey matter. Recent studies reveal that men think more with their gray matter, and women think more with white. While this difference in white and grey matter doesn't impact overall intelligence — it does impact how each gender learns.

LGBTQ

The term “LGBT” has been getting a good deal of publicity in today’s media. But what does this term really mean and how does it affect the workplace around you?

The word LGBT describes distinctions in groups within the Gay culture — Lesbians, Gays, Bisexuals, and Transgenders (LGBT). Recently, the term LGBTQ has been expanded for those that may be “questioning” their sexual orientation.

✓ Essential Facts About LGBTQ

Marriage between same-sex couples was first made legal in the Netherlands in 2001. Since then, many additional countries have passed legislation to recognize marriage rights for LGBT citizens. For instance, both the United States and Canadian legislation continue to strive for domestic and employment equality for the LGBT community.

It was recently estimated that the LGBT community has purchasing power of nearly \$900 billion!

Almost two-thirds (64%) of Heterosexuals feel that spouses of married Heterosexual employees and committed partners of Gay and Lesbian employees both should receive untaxed health benefits under federal law.



Micro-Messages

When you think about your workplace and overall marketplace, what is the impact of the many micro-messages that are communicated each day?

Micro-messages are those small but powerful messages you convey each day — sometimes without even saying a word.

The small messages relayed through your body language, the tone of your voice, and your proximity to a person can have a big impact on how your message is received.

✓ Essential Facts About Micro-Messages

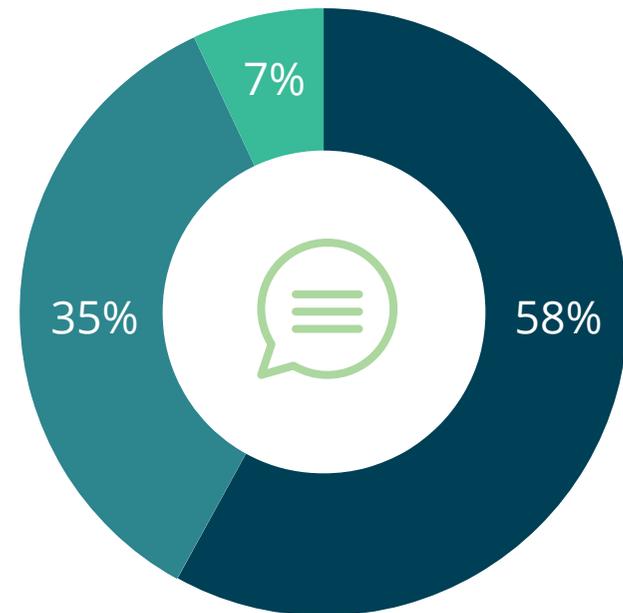
58% of effective communication is carried in our body language, 35% in our voice inflection and tone, and only 7% in our actual words.

Active listening and monitoring how you participate in communication are equally important as effective speaking. Studies show that 82% of people prefer to talk with great listeners — not great speakers.

Unconscious bias surrounds us. According to a variety of studies:

- Patients in hospitals can be treated less promptly and effectively based on their race.
- Managers are more likely to hire and promote members of their own in-group.
- Referees in basketball might be more likely to subtly favor players with whom they share a racial identity.

 ● Body Language  ● Voice Inflection **WORDS WORDS** ● Actual Words



Religion

For many, the thought of religion conjures up images of the god or gods a person worships, but what does it mean to you?

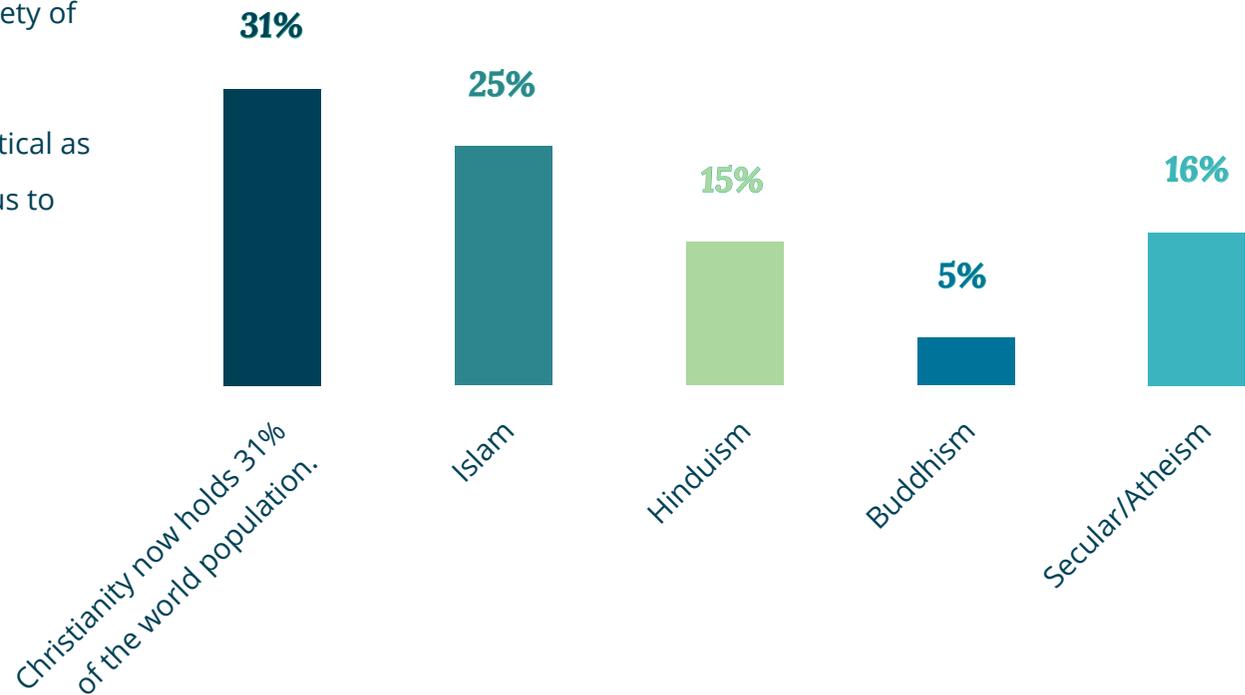
There are many personal beliefs, values, and behaviors that are influenced by a religion from work ethic and problem-solving skills, through to guidance during “tough times.” By boosting morale, religion impacts a variety of life interactions for many people.

Because of this, it has never been as critical as in today’s global marketplace for all of us to respect religious distinctions.

✓ Essential Facts About Religion

Americans have become an increasingly religious people: Since 1900, the nation’s church membership has grown twice as fast as the population. A nearly century-long poll reported recently that 43 percent of Americans reported weekly or almost weekly church attendance. That figure is up slightly over 42 percent since the four prior years.

The world’s religions are also changing:



Veterans

When you hear the word veteran, what word or phrase comes to mind?

For many, the first thought is a person who has served in the military. But think of all the personal beliefs, values, and behaviors that are influenced by having served in the military.

From work ethic and problem-solving skills to guidance during “tough times,” being a veteran for many impacts a variety of life’s interactions.

✓ Essential Facts About Veterans

Approximately 200,000 service members transition to a veteran status annually. Due to world events, this population is increasing.

Military duties involve a blend of self and group development. Because of this, veterans know how true teamwork requires an overarching objective and those to carry it through. Veterans also have accelerated learning curves and have proven to quickly learn new skills and apply them to real world situations.

200,000

service members transition to a veteran status annually



The Essential Dimensions and your DE&I Program

Central to promoting diversity, equity and inclusion is managing associated behaviors and that can often go unrecognized. It is this hidden management component that maps your DE&I program directly to the eight dimensions this Essential Guide has introduced. If your DE&I program doesn't adequately address them, it often leads to unfortunate challenges facing an organization's inability to recognize, unwillingness to address and lack of progress with addressing diversity, equity and inclusion goals and outcomes.

Many businesses make the mistake of initiating a program but fail to maintain the momentum and focus on it. As with any program, the first effort is not always the best effort. Programs need to grow as:



Leadership coordinates in its commitment to and reinforcement of the program



Additional resources are developed to support staff's efforts



Employees learn about the program and connect it to their work



The organization learns best practices from peers and other organizations



Staff understands how to integrate program goals into their business activities

Also, DE&I has evolved from the first programs decades ago, and we can expect the concept to continue to change. Likewise, an organization's own program should move with the times. For these reasons, organizations should treat DE&I programs like any other efforts for which leadership wants to have an important, lasting contribution to the organization's success.

This means an organization's program should mature along with society's own changing expectations, the organization's own growth and maturation, and the program's continued development.

With this information in mind, an organization interested in promoting DE&I goals should seriously consider building and maintaining a DE&I program to keep the organization's attention and prioritization on this important topic.



NEW DE&I RESOURCES

To learn more about this important topic, we recommend the new [Essential Guide to Diversity, Equity and Inclusion](#) and our **DE&I catalog**, where you can learn more about our elearning libraries and courses, workshops, ethical snapshots, hotline services and employee communication tools.





ABOUT SYNTRIO

Syntrio is a global leader in governance, risk, compliance and human resource solutions that help 6,000 organizations manage risks, empower culture and accelerate performance in 50+ languages. Easy, affordable and innovative Syntrio solutions include a robust reporting hotline and more than 1,000 elearning courses in Employment Law, Ethics and Compliance, Diversity and Inclusion, Health and Safety, Business Skills and Cybersecurity.